



**SOUTH WEST GAUTENG COLLEGE**  
EDUCATION OF DISTINCTION

# Annual Report 2010



*'And now, flying more in formation!'*

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higher education  
& training

Department:  
Higher Education and Training  
REPUBLIC OF SOUTH AFRICA

**SABS**

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## HOW WE TOUCHED THE ENVIRONMENT IN THE YEAR UNDER REVIEW

The business of the college is education and training, with all the programmes on offer incorporating both hard core skills pertaining to the particular programme and life skills, which include environmental awareness. It is our firm belief at the college that if people and the community are properly educated and trained for meaningful economic activity, they tend to be mindful of their footprints on the environment and this attitude is further extended to the people they interact with in their every day life. The college's students were educated with the intention to pass on this consciousness being part of the college's curriculum.

In the early part of 2010, the college consciously embarked on a programme of ensuring that whenever a lighting bulb needed to be replaced anywhere in the college, it was replaced with the energy-saving alternative bulb, with a view to progressively ridding the college of the old bulbs which are heavy on energy. Furthermore, it is college policy that all non-essential lights are switched off at night as part of the college's contribution to the country's energy-preservation efforts. The college has also converted to the use of the new technology 'thin-client' computers, which unlike the normal computers, are very light on energy consumption. Progressively, old computers are replaced with the 'thin-client' option, which has brought about huge savings to the college, over and above the environmental benefits.

The college was therefore quite aware of its duty and responsibility towards the environment during its operations in 2010 and will continue to explore more ways of ensuring that its impact on the environment is even less adverse.



***“The difference between animals and humans is that animals change themselves for the environment, but humans change the environment for themselves”.***  
***Ayn Rand***

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## Vision

To be the benchmark FET College in the provision of quality Education and Training in South Africa.

## Mission

To innovatively mobilize all College resources to ensure excellence in our delivery and to be ISO consistent in our service.

## Values

The College Council, Management and Personnel of South West Gauteng College COMMIT to the following values:

- The principles of Batho Pele
- The principle of a better life for all
- The principle of upholding a culture of learning, teaching and service delivery
- Professional Conduct
- Mutual Respect
- Good Governance
- Non-racialism and Non-sexism
- Promote involvement of all stakeholders including community
- Redress
- Honesty and Integrity
- Excellent Performance across all College areas
- and To inspire students

## Strategic Areas and Objectives

- |                           |   |
|---------------------------|---|
| <b>Strategic Area 1:</b>  | <b>PROGRAMMES;</b> To offer identified, responsive DHET, Occupational and Short skills programmes to contribute to a skilled and capable workforce and an inclusive growth path   |
| <b>Strategic Area 2:</b>  | <b>MANAGEMENT INFORMATION SYSTEM;</b> To provide an effective MIS that enables ease of access and usage of information  |
| <b>Strategic Area 3:</b>  | <b>INFRASTRUCTURE;</b> Ensure that Infrastructure and equipment meets health and safety requirements and curriculum delivery needs is optimally utilized  |
| <b>Strategic Area 4:</b>  | <b>STUDENT SUPPORT;</b> To maintain and expand an effective and functional Student Support Services   |
| <b>Strategic Area 5:</b>  | <b>PARTNERSHIPS;</b> To develop and sustain partnerships between the College and external stakeholders, specifically industry, commerce local government and the community  |
| <b>Strategic Area 6:</b>  | <b>HUMAN RESOURCE;</b> To recruit qualified personnel with requisite skills and attitudes and to continually develop and support them   |
| <b>Strategic Area 7:</b>  | <b>MARKETING;</b> To maintain and grow the College as a brand of choice and ensure exponential growth of enrolments subject to Department of Higher Education and Training's (DHET) and Funding parameters                    |
| <b>Strategic Area 8:</b>  | <b>FINANCE;</b> To ensure sound and effective financial management system, incorporating effective risk management  |
| <b>Strategic Area 9:</b>  | <b>ADMINISTRATION;</b> To ensure an effective and reliable Administration System, which adequately supports college operations  |
| <b>Strategic Area 10:</b> | <b>QUALITY MANAGEMENT;</b> To effectively manage and monitor the College's Strategic Plan and Operational Plan and ensure compliance with ISO standards and that the needs and expectations of customers are met and exceeded |
| <b>Strategic Area 11:</b> | <b>DEMOCRACY AND SOCIO ECONOMIC ASPECTS;</b> To contribute to the deepening of democracy, equality, non-racialism, non-sexism and appreciation of human dignity   |
| <b>Strategic Area 12:</b> | To inspire students   |



*South Africans will for a long time keep and even pass on memorable mental monuments of the year 2010, which will have the 2010 Fifa World Cup tournament, the very first on African soil, as the main feature. But, 2010 was a milestone to many organizations and even individuals in different, albeit localized, ways. Many organizations and even individuals joined the country and nation in using 2010 as a milestone to stop and take stock of the strides they themselves, in their own spaces, had made in 16 years of democracy and substantially open opportunities. In similar vein, the college, South West Gauteng College, celebrated all that the year, 2010 meant to the country and nation, but also measured its own footprints, both since inception and the introduction of the new Curriculum, National Certificate (Vocational). The picture that emerged was one of growing hope and good prospects. It was noted that the college's general performance had been gradually improving, with the improvement in 2010, especially in the results of students in the National Certificate (Vocational) improving quite significantly in 2010.*

*As the Council of the college, we could only reflect the 'Eureka' and 'Aha!' feeling of the rest of the college fraternity and stakeholders, notably the students and the community emanating from this improvement.*

*As business people, managers and holders of positions of responsibility in various organizations, we know very well that improvement in performance in organizations is never a 'lucky packet' phenomenon. We are well aware of the systematic strategies, some very rigorous and drenching, that the college had to embark upon, with our support and sometimes plodding, to get to this point where slow smiles are beginning to show in our faces and those of the other college stakeholders. And, we know very well, too, that *more is expected from those who have shown they can do more!**

*The Department of Higher Education and Training has been consistent and unwavering in resourcing and funding infrastructure development at the college, but also in unambiguously pointing out that the performance and impact of colleges need to rise to the country's skills development challenges. We want to thank them for their support and clear leadership in the year, 2010.*

*Our gratitude and appreciation go to all partners in the community, business, commerce, NGOs, SETAs and CBOs which supported the college in different ways in 2010 and, indeed to the college's partners, Noorderpoort College in the Netherlands. The college's partnership with them is indeed one that defies *all manner of barriers*, including the oceans!*

*Our message as governors to the college managers, staff and in particular, to students and the student leadership is that there can be no going and even looking back now! A wonderful future with unlimited vistas and endless possibilities and prospects is looming on the horizons for all associated with the college! Let our glitter in 2011 be even greater! The new operational plan, which was cascaded to all early in the new year and the new targets for the college for 2011 are as good as *on the wall* for all to see and be driven by and, as the Principal, Mr Nkosi usually say, *the future is bright!**

*Le ka moso!*

**Clive Kau**  
Chairperson: College Council Chairperson



Dan L Nkosi

## 2010, The Year Of the Tipping Point

### 'Turning the Corner'

The Wikipedia Encyclopedia defines force as: “*the influence that causes a free body to undergo a change in speed, a change in direction, or a change in shape*” Many of us however would still prefer the short definition given by our primary school teachers of force being the pull or push of an object. Everything that has been done at the college in the past several years has in real terms amounted to the application of ‘force’ of one kind or the other to the different sensitive or response points of the body of the college to achieve a particular total reaction and effect. Among the many lessons learnt in this process over time is that, whilst we all know the way of achieving a particular desired effect in a complex process as being mostly a gradual one, there is a particular threshold or point, which is the *tipping point*, where this takes an abrupt ‘bang’ form.

Viewed in this way, 2010, was our tipping point year at the college.

We had been seeing some gradual, but contained, improvement in our students results and performance as a college in general for

several years and then in 2010 the improvement, especially in the NCV results, at most of the college campuses, tilted upwards abruptly, almost in a bang, with one campus improving by as much as 43.4%, and exceeding the improvement target of 30% which was set for all campuses at the beginning of the year.

Whilst the improvement or *upping* of performance college-wide was the overall drive and thrust of the college in 2010, the college was understandably an arena of activity in many ways in the course of the year, with many activities taking place behind the scenes, alongside and on the periphery of the main arena. The gallant actors in all the arenas were, of course the college's different stakeholders: governors, managers, personnel, students and all.

The Equitable Share Funding (ESF) programme, driven by the Department, saw the college adding new workshops, classrooms and educational equipment and infrastructure to the value of five million rand to the already existing infrastructure of the college and thus maximizing the learning experiences of the college's students.

The almost legendary partnership with Noorderpoort College in the Netherlands, added another exciting dimension to the college. Noorderpoort College made an offer early in the year to support the college's ten overall best students in terms of academic performance to visit them in Holland for a week, with all expenses covered by Noorderpoort College. The effect of this generous gesture on the students was just as could be desired! The President of the SRC referred to a *beautiful cold war* having started in the classes among students, with many students working hard to make the top ten list and thereby make the trip! The sum total of all this and everything that happened at the college in 2010, was that the college's students were given even more reasons to continue saying that it is indeed *cool2b@swgc*

In describing 2010 as the tipping point year, we are by no means suggesting that we attained the ultimate destination of our performance being exactly where we want it to be. We are merely highlighting and recording that we have turned the corner and have indeed started seeing the desired responses significantly registering in the sensitive and critical spots in the college's body and that the college stakeholders can rightly expect and even demand that this trend be continued with and optimized.

We leave the details of our harvest of the year, 2010, to be better told in the following pages, as we conclude by recognizing and saluting all stakeholders of the college for their sterling support and contribution to the college, notably the College Council, under the stewardship of the Chairperson, Mr Clive Kau, the Department of Higher Education and Training, management and staff, the Students Representative Council, the students and the greater community served by the college,

We reiterate what we always say: We could not have done it alone! Let's do it again in 2011!

Bayete! Pula!

**Dan L Nkosi**

Principal / Chief Executive Officer

The College Council, the Academic Board and the Students Representative Council (SRC) are the Governing structures of the college. The Colleges' successes and achievements in 2010 were in a big measure attributable to the contributions and unwavering support of all the governance structures. Each Governance Structure and the individual members there-in showed a clear appreciation of its mandate and the huge responsibility placed in it.

### College Council Members 2010



**First Row:** Mr. Mohlahledi (External Council Member), Mr Nkosi (College Principal/CEO), Mr Kau (College Council Chairperson), Chairperson, Ms Eunice Segatle (College Council Treasurer).  
**Second Row:** Mr Themba Msibi (SRC Cultural Officer), Ms Palesa Ramosa (College Council Administration Representative), Mr Joey Monyamane (College Council Secretary), Mr Khathu Hasha (SRC President), Ms Palesa Matseba (Deputy Principa: Academic Affairs and Operations).  
**Third Row:** Mr Andrew Dube (College Council Representative) Mr André Schlemmer (Deputy Principal: Corporate Services and Planning), Mr David Moalusi (College Council Deputy Chairperson), Mr Sello TG 'Mabathoana (Deputy Principal: Support Services).  
**In Absentia:** Dr Siyabonga W Ndabezitha (College Council External Representative), Ms Gloria M Msibi Nteleki (College Council External Representative), Ms Ntsoaki Tsokolibane (College Council External Representative)

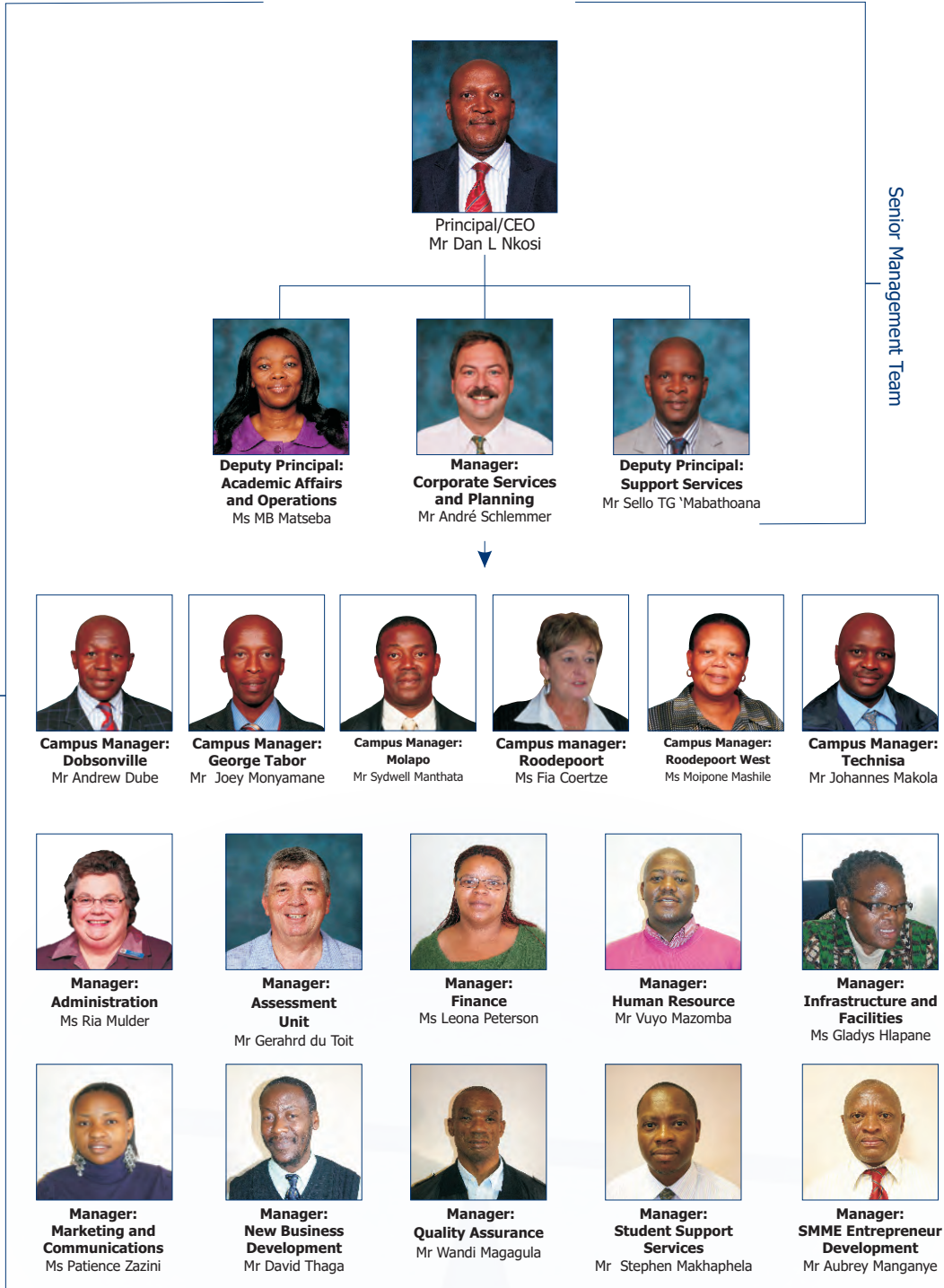
### Academic Board

The Academic Board is one of the governance structures of the College. The Academic Board holds meetings four times per year. Last year's meetings were held in February, April, August, and October. The Academic Board is made up of three Senior Management Team (SMT) members, four Academic Managers from the schools of Engineering, Business, General Studies and Open and Life-Long Learning, other operational managers, six Heads of Division (HoDs) from six campuses, senior lecturers, lecturer representatives, three SRC members and three External members of the College Council. The functions of Academic Board include the duty of ensuring that the programmes offered by the College are accredited and responsive to the needs of the economy.

### Student Representative Council



**Back Row:** From right, M Skhosana (Health and Safety), B Raphasha (Treasurer), T Msibi (Cultural Officer), N Gwamnda (Additional Member), S Hplmes (Community Officer), T Nkosi (PRO Officer)  
**Front Row:** From Left, K Hasha (President), T Molefe (Secretary), A Ndaba (Academic Officer), W Kgang (Deputy President)





# Mandate of the College

South West Gauteng College is a public Further Education and Training operating under the auspices of the Gauteng Department of Education, accredited by Umalusi and several Sector Education and Training Authorities (Seta's) to offer education training mostly in the FET band of NQF level 2 to 4. Some programmes are offered in the Higher Education band. With its head office located at Molapo, Soweto and campuses spread throughout Soweto (3) to Roodepoort (2) and Randburg (1), the college is a real citadel of education and training for communities in its wide catchment area and beyond!

The excitement of the moment at the college is undoubtedly the new **National Certificate (Vocational) or NC(V) curriculum** which the college rolled-out successfully at Level 2 in 2007 and has in the previous years, 2009 and 2010, released its first and second Level 4 graduate cohorts, with even more students completing Level 4 in the varied programmes, ranging from programmes in Business Studies to Engineering Studies and many programmes in between. At this moment, the college has over four thousand (4 000) students enrolled in the 11 NC(V) programmes, with over a thousand doing the entry level, Level 2.

Whereas, previously most students waited until they had passed Grade 12 at school before coming to the college, the New Curriculum (NCV) is open to learners with Grades, 10,11, or 12, depending on aptitude. This learner will then follow a three-year programme of NQF level 2 to 4, which will culminate in the learner acquiring an NQF level 4 Certificate at the end of the third year. This certificate will not only have prepared the learner for the vocation of his or her choice and for the real world of work, but will also have given this learner an NQF level 4 qualification with entitles the learner to proceed to Higher Education, should he or she so desire and meet the HE minimum requirements.

*\* "We cannot advance without new experiments in living,  
but no wise man tries every day what he has proved wrong the day before".*

**- James Truslow Adams -**





Palesa Matseba

## Introduction

2010 started like all other years, but there were areas in 2010 that were different at the college in significant ways. Our results were still falling short of the community and our client's expectations, despite the fact that they had slightly improved.

## Key measurable objectives for 2010

In order for the College to improve and up its performance, few measures had to be put in place, such as the following;

- To improve the results by 30%
  - To incorporate technology in teaching and learning
  - To improve curriculum delivery.
  - To place students into workplaces for practical exposure
  - To standardize all Academic operations
  - To increase the number of students in the NC(V) programmes
  - To establish sustainable projects funded by donors
- To extend the distribution of NSFAS bursary.
  - To establish the Assessment Unit for the standardisation of assessments across the College
  - To strengthen Campus and College moderation teams
  - To strengthen student support services unit in order to implement the student support services framework effectively
  - To strengthen the Academic Forum to zoom onto academic issues and strengthen monitoring and control
  - To moderate students exercise books in order to monitor and improve teaching and learning.
  - To develop management plans for coordination and control of all-important processes of (Integrated Continuous Assessment) ICASS, (Common Assessment Task) CAT and (Integrated Summative Assessment Task) ISAT.
  - To facilitate the training and support of lecturers, Senior Lecturers and HOD's on new requirements for NC (V), assessment and moderation.

## Overview of the service delivery

- 5034 NC (V) and 3993 Nated students were enrolled in 2010.
- Laptops and DVP's were purchased to promote technology and effective teaching and learning in class.
- Results improved with one campus improving as much as 43.4% with 352 distinctions and 31 lecturers producing between 80-100%
- Assessment processes have been improved significantly
- 2849 Financially and academically needy NC (V) students Level 2 -4 students were awarded Bursaries amounting to R11 057 000.
- Academic Support lecturers were appointed to support students who are struggling with academic issues.
- Reinstatement of Nated N1-Nh3 gave the College permission to continue with the focus on the development of Artisans.
- Staff members were trained in their respective fields.
- National Tool Initiative project was introduced at Molapo Campus for 23 students.
- The following basic skills training were conducted for 6 Toyota employees for two weeks: Hand skills (Fitting) Electricity, Welding, Carpentry and Plumbing.
- Quality Assurance is continuously implemented to effectively manage and monitor the college's strategic plan to continually meet and exceed the expectations of our customers thereby complying with the benchmark ISO 9001: 2008 and as such the following audits were conducted: Surveillance, Internal and Re-Certification.
  - The new certificate included Technisa Campus.
- The New Business Development was established. The key objective of the Department was to develop and sustain partnership between the College and external stakeholders specifically Industry and Commerce to ensure that students attain the workplace exposure.

- The assessment Unit was established to monitor and coordinate the College's assessments and to report on the performance of students. The unit assisted the Province in the development of the Common Assessments Tasks that were written by the other colleges in Gauteng. The unit is also responsible to monitor and coordinate the following:
  - Registration process
  - Formation of class group and the commencement of classes
  - Effective teaching and learning
  - National examinations
  - Subject committees
  - Compilation of Internal Assessment Instruments and tools

## Monitoring Systems

Academic Forum, Assessment and Quality Units, Campus and College subject committees were put in place to tighten up monitoring and control.

Operational plans reviews are conducted to check whether progress is made according to plans and gaps identified to be closed.

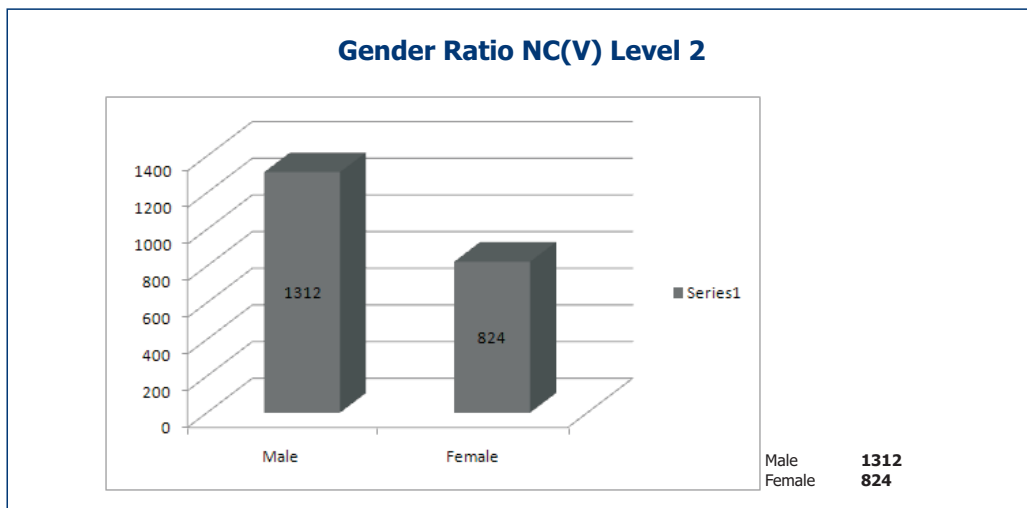
## Challenges Experienced

- Placement of students was a challenge and a new unit called New Business Unit was established to visit the industry in and place students for experiential learning.
- Student's class attendance was a challenge especially after the June holidays.
- Students still did not meet the deadlines for the submissions of projects and assignments
- Lecturers still find difficulties in the implementation of NC(V) curriculum.

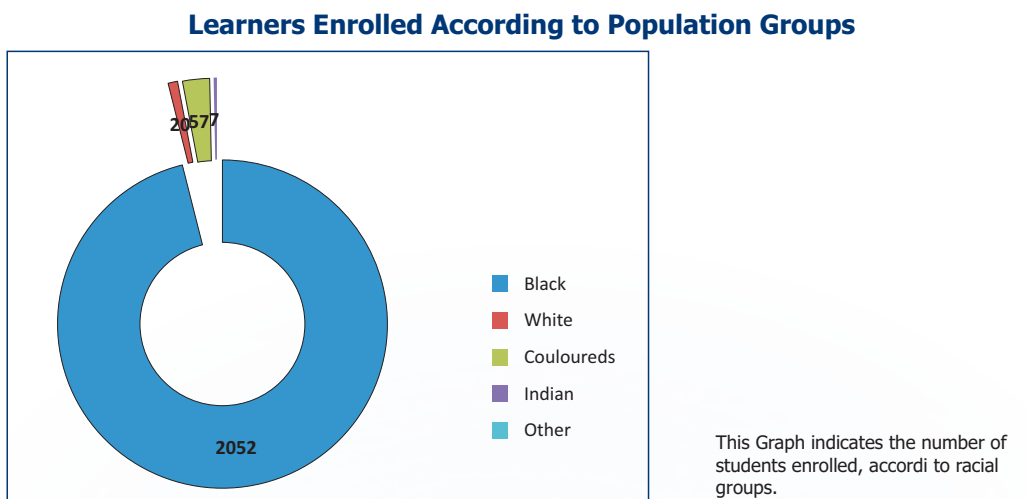
## Student Placements in Industry

- Improvement in student placements and an award introduced and awarded to
- Mr Chueu who placed more students at Ferndale police Station, Kagiso Securities, Seventeenth (17) Sasko Bakery and Extrail.
- Hydroponic project at Dobsonville Campus and Chicken Broiler at George Tabor Campus are the projects that were completed with the funds from our donors from Netherlands.

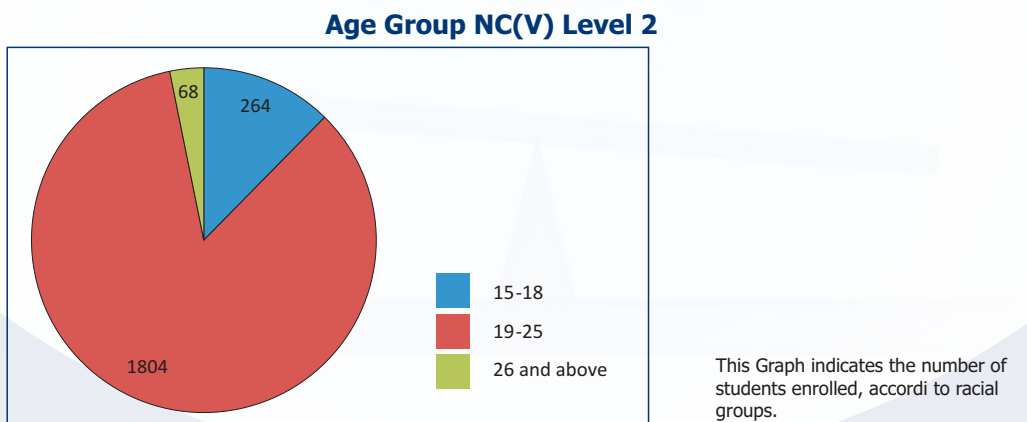
CAMPUS SITE	PROGRAMME
Dobsonville	Office Administration NC(V) Levels 2 – 4
	Management NC(V) Levels 2 – 4
	Finance, Economics & Accounting NC(V) Levels 2 – 4
	Marketing NC(V) Levels 2 – 4
George Tabor	Safety in Society NC(V) Levels 2 – 3
	Tourism NC(V) Levels 2 – 4
	Information Communication Technology ICT NC(V) Levels 2 – 4
Molapo	Civil and Building Construction NC(V) Levels 2 – 3
	Electrical Infrastructure Construction NC(V) Levels 2 – 3
	Engineering & Related Design NC(V) Levels 2 – 4
Roodepoort	Office Administration NC(V) Levels 2 – 4
	Management NC(V) Levels 2 – 4
	Finance, Economics & Accounting NC(V) Levels 2 – 4
	Hospitality NC(V) Levels 2 – 4
	Education and Development Level 2
Roodepoort West	Electrical Infrastructure Construction NC(V) Levels 2 – 4
Technisa	Office Administration Level NC(V) Levels 2 – 3
	Marketing NC(V) Levels 2 -3
	Tourism NC(V) Levels 2 – 3



The Graph above indicates the number of male and female students enrolled at the College.



This Graph indicates the number of students enrolled, accordi to racial groups.

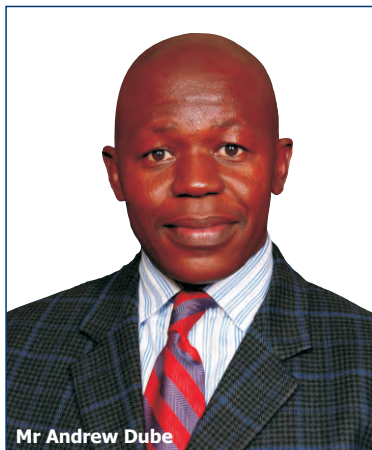


This Graph indicates the number of students enrolled, accordi to racial groups.

## Programmes offered at the 6(SIX) Campuses

**P Matseba**

Deputy Principal: Academic Affairs and Operations



Mr Andrew Dube

**Introduction**

The 2010 was a year of hope, possibilities and the realization of the African dream with country hosting the first ever Federations International Football Association (FIFA) World Cup to be staged on the African soil.

This was the year we set to improve the campus results and indeed we worked tireless in ensuring that we meet the set goal; The year wherein the Netherlands friends made a commitment to award top performing students and lecturers by affording them an opportunity of spending a week in the Netherlands at Noordepoort College to gain more information on the Netherlands Vocational Education system by visiting the College campuses but also to tour Netherlands as a reward and motivation for their hard work.

**Reaping fruits of National Certificate (Vocational) NC (V)**

The first NC (V) graduates from the campus were part of the College Graduation Ceremony in May 2010 and we were grateful as the campus to be part of this auspicious College Function

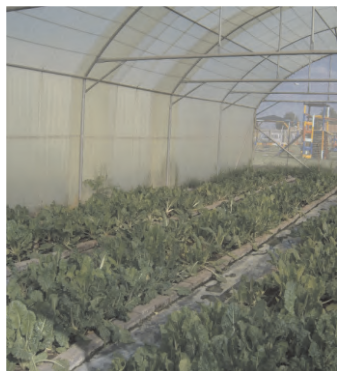
**Campus Matters**

At the start of the year we lost one of our gallant's in the name of Ms Johanna Seboa a lecturer offering Office Data Processing NC (V) Level 2 to level 4, who passed away in February 2010.

The campus welcomed Mrs. B. Statu as the newly appointed Head of Division for academics; Mrs. M Soludwana, Senior Lecturer for Office Administration and Mr. D Moleko, Senior Lecturer for Marketing to beef-up campus management team.

**Special Project**

The campus started a hydroponic vegetable project from the pledge made by our Friends from Noordepoort College to the value of R250 000.



Hydroponic Project

**Key measurable objectives**

As part of the College strategic plan we were expected to grow by 10% annually, achieve A's and B's, refurbish the campus computer lab, lecturer rooms and general campus grounds and facilities. The campus planned to improve curriculum delivery by ensuring that all the needed materials were ordered in time, placement of students for experiential learning, personnel trained and placed appropriately, Improve curriculum delivery by using technology in all our lecture rooms.

## Significant Highlights

- Students numbers grew from 828 to 1135 in the year 2010
- The Campus achieved the second best performing campus in the College in terms of the November 2010 examination results
- The campus obtained 114 distinctions in various subjects making it the best campus in terms of distinctions obtained from November 2010 Examination Results.
- The Campus has registered more lecturing personnel for their performance as members of the College Platinum Club with a total of 10 lecturing staff members.
- Two of our best students will be joining the top ten students going to Netherlands on the 13 May 2011 namely, Ms Nozipho Tshabalala for the Office Administration student for 2010 at the campus scoring 78,43% aggregate pass percentage and Ms Zanele Makhubu for the best Finance student with the aggregate pass percentage of 78%
- Mrs. Pauline Dlikilili one of the campus best performing lecturer's was selected to join the top ten students college-wide departing to Netherlands on the 14 May 2011 for her best performance for Vocational Subjects College wide in New Venture Creation NC (V) Level 2 to Level 4.
- Four Classrooms were refurbished in October 2010 for curriculum delivery.
- A classrooms was converted into a 50 seater computer room in October 2010 for improved curriculum delivery
- The Campus hydroponic vegetable tunnels projects was completed in September 2010
- The campus lecturer in the name of Mr. J Cheue was the winner of the inaugural award for the best lecturer who placed most students in the workplaces for experiential learning

## Monitoring Systems

There are significant signs of improvement on the monitoring process in place, the Assessments tools and instruments being subjected through various moderation processes is evidence of that, weekly reports submitted and follow-up made on all the issues warranting attention, Parents meetings with the emphasis on the parents monitoring the performance and attendance of their children. Mid- term review, campus moderation and college moderation are some of the few mechanisms in place to ensure effective monitoring of operations at the campus and Bi-annual Quality Management audits conducted.

## Challenges experienced

- The total performance of our students in the first Cycle Assessment was very poor, the campus came-up with an improvement plan to correct the performance and that yielded results for the campus.
- Poor Customer Care, training has been provided by the College Marketing and Communications Unit and on-going coaching and mentoring is taking in campus to correct the situation.
- Poor Students attendance, the meeting held the Campus SRC, Class reps and Parents helped correct the situation and this would be an on-going intervention.
- Students drop-out, the campus introduced a host of interventions aimed at bringing fun and practical's in the campus curriculum delivery to curb the students drop-out rate by introducing technology in curriculum delivery, making use of the campus practicum room to allow students to do more practical's, industry week, guest speakers being invited to talk to our students and arranging meetings with Parents of Students who are habitually absent.

## Conclusion

We are still the campus of choice, and we would like to thank the community and Students for the confidence expressed through a growth percentage of 37% in the number of students enrolled in 2010 and we are committing ourselves as a campus to work closely with them to make Dobsonville Campus a force to be reckoned with.

### A Dube

Manager: Dobsonville Campus



**Joey Monyamane**

## Overview

George Tabor Campus is one of the sixth campuses of South West Gauteng College situated in Dube the heart Soweto, achieved 54,25% pass rate which ranked third (3<sup>rd</sup>) behind Sister Campuses, Technisa and Dobsonville. The Campus also produced 80 distinctions for 2010 Academic Results and indications are such that the pass rate could reach 60% mark after the release of supplementary examination results, having three (3) of Information Communication and Technology (ICT) students winning the first prize at Telkom ICT Expo in September 2010. Top three (3) performing students from the campus will be among the College Top Performing students that will be visiting Noorderpoort College in Holland in May 2011. The success of the campus can be attributed to campus entire staff members from the lady that makes tea to the campus manager.

The picture below depicts the committed members of campus management team.



*Back row left to right: Mr Mohlala W. Snr lecturer, Mr Diphare A. HOD, Mr Mokoena Snr lecturer, Mr Mosiane R. DCM, Mr Mdluli M Snr. Lecturer: Mr Nkoana M Snr lecturer, Ms Hlungwane Snr lecturer, Mr Monyamane J. Campus manager, Ms Nyoni Snr lecturer, Mr Masokwe lecturer.*

## Best 2010 Performing Lecturers

Mohale Fm 98%, Ncube K 93%, Ndlovu N 89, Tsie 86%, Mkhabela T 84%, Modzingwa W 83%, Letsoalo K 82%, Mokgabudi Td 77%, Mohlala W 75%, Maloka Sa 72%, Thekiso Mm 72%

## The three top students on route to Noorderpoort College in Holland departing in May 2011.



*Phylis Mpho Chliloane, Tebogang Ngema and Bongane Masemola are in the group of students that will be flying to Holland in May.*

## Safety In Society Nc (V) Programme

The campus started offering Safety In Society NC(V) Programme in 2008, after rigorous training and acceptance criteria to SAPS our first graduates realized their dream to become police officers. The College as whole wishes them a very successful career as law enforcing officer. We are Very proud of their achievement.



Vusi Khumalo, Agnes Ranketsi, Pheledi Monareng, Mbali Ntobong: Students who have completed their Safety in Society Nc(V) programme and now joined the SAPS

## Korean Internet Volunteers

A partnership between the College and the Korean Internet Volunteers organization in Korea was established during the visit by the DOC, our Principal; Mr. Dan L Nkosi and the then manager of Open and Life-Long Learning; Mr. V Maseko. The KIV organization then sent two volunteers in September 2009 namely, **Ms Seonyong and Mr Kim Sungsu** for twelve months at the college. Their main focus was to assist the college with IT related matters and also give tutorials to ICT students. During their stay also had an opportunity to attend FIFA WORLD CUP soccer match at Soccer City and they also had an opportunity to tour the country and see some of the most world renowned wild animals parks and other landmarks in South Africa.



Pic1 Seonyong in the ITC class



Kim Sungsu working with students



Seonyong and Kim Sungsu at the World cup soccer



Seonyong and Kim Sungsu with Ms P Matseba, Mr C Toerin, Mr A Schlemmer at one of the tours



## Practicum Rooms



The Campus Travel and Tourism students in Tourism practicum room watching travel programme on DSTV and navigating the world tourism interesting site through the internet. The practicum room is also used by the students for peer tutoring.

## Hydroponics and Chicken Broiler Projects

With the granting of funds received from the Noorderpoort College in the Netherlands, the established Hydroponic Tunnels are in full swing. In 2010, Tomatoes, Spinach and Winter Cabbage were planted, full production crops were established and sold to the local communities around the campus whilst some vegetables were donated to HIV/Orphanage Home in Soweto. Also with the generous help of our Dutch partners, a total of 1000 Ross Chickens were established in a newly build broiler on campus. These chickens will be sold also to staff and students close to cost price.



These will be marketed live and sold at 8 weeks, the main focus will also be on the general community outside the campus. This proves to show that when forces join hands even across oceans – the smallest communities can be uplifted and benefitted.

## Business Units

The campus also has a facility (SMME Centre) where external customers rent which was established in partnership with NYDA and our ECODEVA Coffee shop that has a conference room at reasonable costs.

### Monyamane MJ

Campus Manager: George Tabor Campus



## INTRODUCTION

The year 2010 started on a very high note that saw the first ever World Cup Tournament being played in South Africa. Not only did this World Cup see people all over the world get together to support their teams but also had South Africans standing together to support their team. An information board at the corner of Koma and Molele Street in Molapo Campus was counting down the days and also showed our support to the World Cup 2010.

Prior to the start of the world cup Molapo Campus had the privilege of having all 6 campuses staff attending a function in preparation for the World Cup. It was a very successful occasion with the principle being the host speaker and addressing the staff with a motivational film.

## Key measurable objectives

As part of the strategic plan of the College the campus needs to grow by 10% annually, work towards A's and B's in the student results and refurbishment of the campus computer labs, workshops, lecturers class rooms, lecturer working area and the campus grounds and facilities. Improvement towards the curriculum delivery was planned and complied with in the way of getting all required equipment and materials ordered in time. Staff was trained in their respective curriculum deliveries.

Changes took place in the learning programmes of the NATED 190/191 programmes as N1 and N2 was brought back only for students that was working for a company or companies that intend to take in a student as an apprentice. Letters were to be submitted from such companies. Later it was announced that students need not submit any and that anybody can enrol for the courses with the first examinations being written in November 2010. The Electrical Infrastructure Construction programme was moved to the Roodepoort West Campus as being the Niche Area for Electrical related courses and current programmes offered are, Civil Engineering and Building Construction Level 2 – 4 and Engineering Related and Design Level 2 – 4

## Campus Activities

Monthly staff awards for lecturers and support staff members were introduced where a floating trophy and a certificate is received by best performing personnel. Mr P Paki was appointed as the new factotum and is doing a great job with the assistance of the support staff working under him in looking after the campus and its infrastructure. The resource centre is made fully operational with the appointment of new staff and also getting the internet fixed. Students and lecturers are using the centre to its full capacity and also the attraction to the world cup with its decorations and also the Mandela celebrations with pictures and back ground information of Mr Mandela.

Three Computer Labs were developed through the donations from the Noorderpoort College. In July 2010 Toyota sent 6 employees for basic skills training for two weeks and the training programme was rendered by the college lecturers, also in the same month to August 2010 the campus had pre apprentice students from NTIP trained for industry and Workshops were made fully operational by the training students as they were doing programmes such as Welding, Fitting and Turning as their main skills and were also prepared to train our lecturers and students.

The cafeteria was reopened in May and is serving a variety of provisions to students and also caters for workshops, seminars and functions within the college. The funds budgeted for the extension to the cafeteria were approved and with the tender finalised the building was completed at the end of November.

## Overview

The national results in 2010 improved. The pass rate was 24% which showed an improvement of 8% but putting plans in place for 2011 the percentage will be raised. Civil Engineering and Building Construction students were taken to Newtown in Johannesburg for an excursion on the latest improvements in Civil technology. The appointment of Ms L Motshwane as Academic Support Lecturer contributed positively on students monitoring performance and issues concerning challenges they face socially and academically.

## Other information

**Student Support:** Students that did not complete bursary forms with enrolments were given another chance during the first parent's meeting for those that was still interested. The response was very poor which indicated that whoever was interested to receive a bursary applied for it. The Resource Centre was decorated to promote the 2010 World Cup for soccer in South Africa. The employment of the additional staff member in the Resource Centre provided easy access for students to use the internet for research activities for their studies. In April the Civil Engineering and Building Construction students attended the Civil Engineering and Building Construction programme in the City of Johannesburg Emergency Management Services for training in basic fire fighting and first aid. Engineering Related and Design Level 3 students attended a work placement schedule at BUHLER industry in June. 40 Students attended a training course in their respective trades at University of Johannesburg in June and July.

**Infrastructure:** The cafeteria was opened under new management and was fully operational. The services of the new cafeteria were used for workshops and courses at the campus and positive feedback was received on the food given to staff. There is progress in the workshops since the students received their protective clothing and practical activities are in place. Computer room A9 was completed and computers installed as for its operations. Lecturers assisted students in certain projects at the campus to upgrade and restore certain facilities that were and currently still are not functional. These projects are assisting students in their practical marks and also enhance their skills.

**Workshops:** NTIP is currently using the Fitting workshop for basic hand skills, from where they will be moving to the Machine shop and train the students on lathe work and milling work. On completion of that they will be taking the students to the welding workshop for basic welding experience. Workshops are equipped to teach vocational subjects, GDE visited the campus and assisted in giving guidance to the preparations for the NC(V) programmes for 2010. Centre lathes and milling machines were installed in the Fitting and Turning workshop. These machines need to be used for the students to get practical experience and be ready for their ISAT task. Students will also be taught all theory inside the workshops to be able to get direct contact with equipment discussed in their curriculum.

**Staff Development:** The staff completed a second upgraded power point training session conducted by Mr J Motloung in May 2010 to assist them in the use of lap tops and giving presentations in class. Mr Cameron and Ms Mazomba attended a two days' Labour Law Management workshop on Disciplinary hearings at Roodepoort Campus also in May. The Gauteng Department of Education (GDE) held a moderators workshop at the campus hall for preparations of the moderation of the PoE and PoA files of lecturers in the Gauteng Province. Another training session was conducted by Mr C Greyffenberg in March 2010 on Electrical Workshop Safety. Lecturers were sent for training on Health and Safety course in Pretoria in November 2009. T

## Conclusion

Hopefully the students and lecturers learned a lot from the soccer world cup in that you fight to the bitter end. A lot of chances were missed and that led to the down fall of teams but with us there is still a last change which must be taken to full fill the dream of achievements that can be met. It was a busy year rolling to an end very quickly with some aims achieved. The message from this campus is "let every day be a successful journey by trusting GOD and living your life to its fullness with HIM next to your side".

### S Manthata

Manager: Molapo Campus



Fia Coertze

## Introduction

Looking back at 2010 in many ways was a year that will be long remembered at Roodepoort Campus. In the first part of the year Mrs. A Richardson, the former Campus Manager went on pension and beginning of May Mrs. F Coertze was appointed with excitement that the College strives to be the benchmark college in the Further Education and Training Sector.

We salute everybody in the College, the staff as well as our students and parents who contributed to a year which left a lot of new footprints for the campus.

## Overview of Service Delivery

We focused our academic array to be market-smart and mission centered which led the campus to being able to produce 90 NC (V)

distinctions compared to 2009 results which led the campus producing only 11 NC (V) and 151 Nated distinctions. Nated distinctions went down tremendously in 2010 as compared to 2009 examinations, which were 18 in total.

A total of 83 NC (V) students were certified (passed 7) in the academic year 2010. Our pass percentage increased with 26% from the previous year.

The campus produced the overall best student for SWGC namely Nkabinde ZM with an average of 87% pass rate. She achieved seven (7) distinctions in Education & Development NC (V) level 2.

## Key Measurable Objectives

The campus embarked on cutting-edge methods in the presentation of lessons. The Staff was trained, coached and mentored to present their lessons with the latest technology even in the face of budget constraints our results showed that it was successful and we will continue with it in 2011.

As the Campus Management, we embark on a project to internally and individually empower and develop individuals in various areas of the campus. We trained our senior Lecturers internally to become experts in managing academic matters in their respective departments.

We are also proud that we redeployed two of our staff members from security to the photo-copying work station and as assistant in the Resource centre. This challenge was transformed into a job managed by an expert.

## Challenges Experienced

Roodepoort was confronted with a number of challenges in the beginning of 2010 but as the campus unit consisting of staff, students, parents and the broader community, we took immediate steps to bring changes to the situation by running the "PULL UP YOUR SOCKS" campaign of which we can now salute everybody involved and we will continue celebrating our achievements for 2010 by improving in 2011.

## Platinum Club 100 Members

C. Bosman, A. Beukes, A. Meiring, N. Snyman, M. Mangena, A. Ingram, E. De Hill, YKD Nienaber and B. Gonyela were our top lecturers who all achieved an average pass rate more than 80%. These lecturers were invited as members of the prestigious Platinum 100 club of the College. Our campus represents more than 30% of the members, college-wide.

## Academic Support

An academic support lecturer, namely Mrs. Botha was appointed to give academic support where needed. Students were successfully exposed to PLATO, a computerized system for assistance in Mathematics and English seeing that it is a country wide challenge.

## Workplace Placement

To adhere to the National subject guidelines and the enrichment of our programmes, students were placed during holidays into different companies for hands-on experience which can never be done in the class situation. Our gratitude goes to the community for their loyal assistance throughout the year to be able to accomplish this goal.

## City and Guilds Accreditation

Due to a big demand in our Hospitality Services Division, we obtain an accreditation with City and Guilds of London to be able to offer a broad range of courses with the benefit to be able to achieve an international qualification.

## Remarkable Activities

Roodepoort campus tried to provide a dynamic and positive campus environment for students and staff and participated in Wellness day that was held at Roodepoort West in September 2010, Sport festivals, NC (V) Level 4 students Farewell at Usambara, Educare N6 function at Dimonate Restaurant and something to remember forever "FIFA Our soccer world cup celebrations which was a highlight for all of us.

## Conclusion

The staff year-end function depiction will be a testimony of how the staff by end November realized that we have pulled-up our socks and became a dedicated team. As the Campus Manager, I also want to acknowledge the competency of the managers and in particular Mr. Sekoban; Deputy Campus manager for his unwavering support.

"The price of success is hard work, dedication to the job at hand, and the determination that whether we win or lose, we have applied the best of ourselves to the task at hand." Vince Lombardi

We did pull up our socks!

**Fia Coertze**

Manager: Roodsepoort Campus



**Introduction**

The start of the 2011 academic year is full of suppressed euphoria. As a campus we look back to the year 2010 with comparative happiness, this is due to improved results after years of struggle to meet the expectations of stakeholders. The ultimate improvement in student performance can be attributed to a number of positive developments during the course of academic year 2010.

**Overview of the Service Delivery**

An additional workshop was erected to accommodate students during practicals; the new workshop is filled with latest equipments that will enable students to acquire the experience that is expected from them by the world of work.

The computer laboratories and the resource centre were also revamped to make them habitable, user-friendly and conducive for learning.

A class was converted into a laboratory to meet the requirements of both Plato and life Orientation practicals.

**Pass Percentage and Distinctions Produced**

Looking at the chronology of the campus results, one will understand why the year 2010 is an epoch-making year in the history of our campus. In 2009 the college registered a total number of 431 students, and only 42 students managed to progress to the next level. In 2010 434 students registered for all levels with 33 students passing one or more subjects with distinction for the first time in the history of NCV inception in 2007. This translates into more than 40% improvement from 2009 results. Something unusual but proved to be possible. Thanks to all role players. If one studies the historical progression of our Campus results over the past three years, one will realise that our pass statistics is improving gradually but astronomically in 2010.

**Platinum Club Members**

The campus staff and management take their hats off to Mr. Letlhage and Maseko for their stunning performance in 2010. The two together with Ms Ndou managed to obtain 80 plus in the subjects that they taught/lectured. The three were also admitted to elite platinum club reserved for only lectures who produced not less than 80% in their subject.

2010 will be a memorable year, not because of the world cup, but also because the best lecturer in fundamentals for 2010 comes from this campus. Ms Ndou topped all fundamentals lecturers; this is an achievement we are proud of, at least for our survival.

SURNAME	NAME	PERCENTAGE PASS ENROLLED	PERCENTAGE PASS
NDOU	ESTHER	79%	96%
MASEKO	THABATA	73%	90%
A. ZONDI	SIBUSISO	70%	81%
B. LETLHAGE	MABUSE	65%	81%
MOPAI	DAVID	76%	77%
NDLUMBINI	VUYELWA	74%	74%
BUTHELEZI	FIKILE	62%	70%
CHAUKE	GEZANI FISTOS	60%	69%
MOALUSI	COLLEN	43%	62%
MOTLHATHEDI	IGNATIUS	52%	58%
A. PELOTONA	ITUMELENG	48%	56%
B. MORAKE	WINNIE	46%	56%
MOTSOAGAE	MMOTSA	42%	52%

## NC(V) Lecturer's Average Performance

### Best Campus Students

Generally the students did well academically in 2010 despite the intervening soccer world cup. It was Mathe comfort however, who managed to grab the position for the best student for the 2010 academic year. Mathe will be flying out to Holland as an award for his good performance. Thanks to the partnership between south west Gauteng College and Noorderpoortjie College in Holland.

### Top Ten NC(V) Level 2 Students Roodepoort West

NAME AND INITIALS	GENDER	LEVEL	CONTACT DETAILS	ELECTRICAL INFRASTRUCTURE CONSTRUCTION (SUBJECTS)	TOTAL MARKS	PERCENTAGE PASS /%
DA COSTA R.F	MALE	2	Cell No: 082 464 3476	ENGLISH 71 LO 81 MATHEMATICS 79 EPP 74 WORKSHOP 69 ECDE 71 ESC 67	512	73%
MATHE C.K	MALE	2	Cell No: 078 329 7730	ENGLISH 66 LO 81 MATHEMATICS 73 EPP 76 WORKSHOP 67 ECDE 66 ESC 66	495	71%
MOTLHAOLWA M.G	MALE	2	Cell No: 078 641 9990	ENGLISH 71 LO 74 MATHEMATICS 75 EPP 80 WORKSHOP 62 ECDE 67 ESC 64	493	70
SHIKWAMBANA A	MALE	2	Cell No: 076 943 5728	ENGLISH 77 LO 75 MATHEMATICS 76 EPP 69 WORKSHOP 68 ECDE 68 ESC 57	490	70
MAKHUBELA P	MALE	2	Cell No: 084 259 5773	ENGLISH 67 LO 89 MATHEMATICS 80 EPP 73 WORKSHOP 55 ECDE 58 ESC 58	480	69
LIEBENBERG JC	MALE	2	Cell No: 076 194 2894	ENGLISH 78 LO 83 MATHEMATICS 45 EPP 76 WORKSHOP 60 ECDE 63 ESC 65	470	67%
TIBA E	MALE	2	Cell No: 072 842 627	ENGLISH 70 LO 73 MATHEMATICS 56 EPP 77 WORKSHOP 63 ECDE 61 ESC 64	464	66%
MOKGATLA KG	MALE	2	Cell No: 083 992 2366	ENGLISH 66 LO 74 MATHEMATICS 59 EPP 73 WORKSHOP 66 ECDE 55 ESC 68		

**Top Ten Level 3 Students Roodepoort West**

NAME AND INITIALS	ELECTRICAL INFRASTRUCTURE CONSTRUCTION	PERCENTAGE PASS /%
DHLAMINI TD	LEVEL3	61
FHETANI I	LEVEL3	61
MALULEKA CN	LEVEL3	57
SIBISI SC	LEVEL3	55
MASHAPA	LEVEL3	55
MABOTJA SM	LEVEL3	54
A. MABUNDA P	LEVEL3	54
MABOTJA SM	LEVEL3	54
C. RADEBE NH	LEVEL3	54
SHIMA LJ	LEVEL3	51
MOTSEPE	LEVEL3	50
TSHISIKHAWE Z	LEVEL3	49

**Top Ten Level 4 Students Roodepoort West**

NAME AND INITIALS	ELECTRICAL INFRASTRUCTURE CONSTRUCTION	PERCENTAGE PASS /%
PARKER M	LEVEL4	68
SEJAKE TD	LEVEL4	64
PEME OE	LEVEL4	64
MOLATO K	LEVEL4	62
LUKHELE Z	LEVEL4	61
RAMANYAKA TJ	LEVEL4	60
PLAATJIE NK	LEVEL4	59
SETIMELA AL	LEVEL4	57
MANGESI Z	LEVEL4	57
DHLAMINI S	LEVEL4	57
MUDAVHATSINDI L	LEVEL4	54
MOGAPI BL	LEVEL4	53
MODISE T	LEVEL 4	52
HLATSWAYO	LEVEL 4	52

**Student Fun Activities**

Although our main concern as a campus is to prepare future electricians, we have always encouraged a balanced lifestyle for the students. To this end students organized beauty pageants with the help of staff, especially the Student Support Personnel.

**Conclusion**

"We are spurred by our recent past to do even better this year".

**M Mashile**

Manager: Roodepoort West Campus





Johannes Makola

**Introduction**

The campus started 2010 with mixed feeling of both desperation for more NC (V) enrollments and jubilation of being the best performing campus of the college in 2009. The campus staff members took it upon themselves to attract more students by exhibiting in Alexandra mall and Diepsloot Shopping Centres. These events were also used to advertise and promote the new Management NC (V) programme that was introduced for the first time in 2010. A total of 422 NC (V) students were enrolled in the four different programmes offered at the campus.

**Key Measurable objectives**

From the beginning of the year 2010, the campus like any of our sister campuses became the focal point with most of the activities and responsibilities previously done by Head Office being shifted to the campus. This resulted in the campus being measured from the

total picture. Apart from the College mandate to better the results by 20%, the campus was to be measured in terms of its retention and placements of students in the workplace. The campus started being responsible and accountable for the planning and utilization of resources within the allocated campus budget in totality.

**Overview of the service delivery**

The academic year was not smooth sailing for the campus management and all its stakeholders. We had to implement the intervention plan to restore the culture of teaching and learning, which included amongst other things, strict gate management control and routine monitoring of the campus to ensure all students and lecturers are in class.

The lecturers increased the usage of technology such as laptops and projectors in their respective classrooms to make teaching and learning environment interesting for students to stay the course. Thirteen laptops and seven projectors were purchased for lecturers to spice their lesson presentation. The college mandate to increase pass percentage rate by 20% was realized by 23% more than the previous year, from 47% to 70% which positioned the campus as the best in terms of performance for two years in succession with 82% retention.

**Students who are going on a trip to Holland**

Netherlands partners made a commitment to award 2010 top performing students and lecturers by affording them an opportunity of spending a week in the Netherlands at Noordepoort College to gain more information on the Netherlands Vocational Education system. They will all be departing by the 13<sup>th</sup> May 2011 and their names are Thala B.A. and Hasha E.K. (College SRC President)

**Platinum Club 100 Members**

These are the distinguished College Personnel who obtained an aggregate of 80-100% pass, or undisputed excellence in any area of work in the College. As the Campus that has been excelling for two years in succession, our staff members also made it in this exclusive membership and they are Ms Maubane H. (Life Orientation 89%), Mrs Raolane M.L (English language 87%), Mr Hlungwane C. (Office Data Processing 83%) and Mr Mofokeng E (English Language 82.9%).

**Workplace Placement**

The aim and objective of the NC (V) programmes is to equip the students with the relevant and current skills for the real world outside the college. In line with this objective, the campus managed to place Ten (10) students in Ferndale police station, Twenty(20) Kagiso Securities, Seventeen(17) SASKO bakery, Four(4) Extrail travel agency and Ten (10) with the college for experiential learning during Easter holidays, and 20 Tourism students were placed at the airport with ACSA during the FIFA world cup period. Tourism NC (V) Level 3 students accompanied by Ms Jingoos attended the World Travel Fair at the Coca Cola Dome on the 16<sup>th</sup> of April. The outing was a real exposure for students and they enjoyed it.

## Monitoring systems

Several monitoring sessions were conducted by the provincial Department of Education, firstly to check our readiness to implement the NC (V) programmes, followed by the moderation of Portfolio of Evidence. Internally we conducted continuous campus and college moderation of PoE as well as monitoring of the implementation of programmes in class by conducting planned and unplanned class visits. Some shortcomings were identified and the necessary support was given to the lecturers for improvement.

## Challenges Experienced

In responding to the call from students to bring fun to the college, we hosted the inter-campus competitions against Roodepoort campus. Few students did not behave well during the above mentioned competition which resulted in some students from our campus being suspended for at least a year. We went through a sad and emotional period when one of the students (Ben Mngomezulu) passed away on the 14 May 2010 evening, after a very successful campus cultural day, the funeral was well attended by both staff and students on Saturday of the following week.

Our plan to have a functional cafeteria as from the beginning of 2010 was not realized for the whole year owing to the suppliers not fulfilling the agreement due to financial mismanagement on their part. The college is seeking alternative means to finish off any other outstanding items such as the installation of the stove and the extractor fan.

## Milestones

As a developing campus in terms of NC (V) enrollment numbers, we anticipated more students to enroll in 2011 hence we started building five more classrooms in August 2010 in preparation for growth.

In our endeavor to unleash the full potential of the students, the campus choir was established. The choir under the leadership and guidance of Ms Sidzumo; Senior Lecturer who left the college for greener pastures in July 2010, entertained the audience during the College Award Function held at Molapo Campus in March 2010. This choir competed against other colleges in Gauteng province at Sedibeng College and obtained position number three (3).

## Conclusion

In conclusion, we acknowledge that the measuring barometer keeps on shifting to the next higher level in relation to the best achievement of each year. We can still do more with the positive contribution by all stake holders including the private sector, commitment from all staff members and students. The sky is the limit!

**Johannes Makola**

Manager: Technisa Campus



Gerhard du Toit

### Key measurable objectives

*M*onitoring, coordinating and reporting on academic activities on all campuses by the Assessment unit

### Overview

#### Monitoring:

- Registration process
- Forming of class groups and commencing of classes
- Effective teaching and learning
- National examinations

#### Coordinating:

- Subject committees
- Assessments
  - Cycle 1
  - Cycle 2
  - CAT

### Monitoring Systems

*T*he Assessment Unit is newly established and feel its way through the 2010 academic year. It was and still is in a learning curve. Monitoring and coordinating will improve as processes and procedures get more smoothly

### Challenges

*T*he unit is also new for the other role players. DCMs are part of the Unit, but they are in a new role also. The staff give their full support to the monitoring actions and osme even welcomed it.

Subject committees were revive. The concept and purpose was not fully understand by staff members.

The cycle assessments went relatively smoothly. The big negative factor was the non compliance to due dates.

### Other Information

Newly established unit

### General Information

Manager of unit with DCMs of each campus form the unit

### Mr. Gerhard du Toit

Manager Responsible: Administering Unit/Dep/Campus





**Khaya Stephen Mkhaphela**

### **DHET FET Colleges Bursary Scheme**

*I*n terms of the FET Colleges Act, 2006, the Minister of Higher Education and Training must determine policy of the norms and standards for funding FET Colleges. To this effect, in 2009, the Minister promulgated the National Norms and Standards for funding FET Colleges. In terms of these norms, each student enrolled in state-funded programme must be subsidized by the state at 80% of the total programme cost. The difference of 20% of the programme costs, which constitute college fees, must be recovered from the student.

*I*n order to ensure that college fees do not constitute a barrier to access to stated-funded programme, the State shall introduce an FET College Bursary Scheme. This is to ensure that academically deserving and yet financially needy students gain access in Education and Training opportunities in FET Colleges. These Bursaries are only available to South African Citizens. In the year 2010, 2849 students

were awarded bursaries with total amount of R 11 057 000 for our College. Thanks to the commitment and hard working Ms Motsharine who forever works tirelessly in collating the Bursary information at the central office and the spade work that was done by Students Support Officers at all the campuses of the College. This was done according to Bursary criterion set by College Financial Aid Committee consisting namely Deputy Principal, Students Support Manager, Council Member of the College, Student Representatives Council member, Finance Manager, Marketing Manager and Financial Aid Officer.

### **Student Orientation Programme**

*T*he programme kick started from February 2011, Senior Management team and Support Managers visited campuses. This was part of motivation by Senior Management to induct new students on College policies and encourage them to stay the course. One of the highlight during the induction students were told that just being a student at South West Gauteng and you perform and become top10 achiever, you will be going to Netherlands in 2011.

*S*tudents were also fascinated by what was promised by the College Principal, the use of technology in classes by lecturers, where by lessons will be presented on Power Point Presentation and lap tops were to be bought by the College before April 2010. Indeed, all these were purchased and successfully implemented college-wide.

### **Student Representative Council (SRC) Training**

*T*his process started by elections of Class Representative from all College Campuses and later Campus Representatives were also elected. Then on the 26-28 February 2010, 28 College SRC members attended SRC Induction Training at The Garden Lodge. The service provider was Africa Institute for Leadership Development and Electoral Reform. The former President of the SRC 2009, Mr Tshepo Lechuti was also part of Training for the official hand over to the newly elected members of the SRC President.

### **Provincial SRC Training**

*T*his was the first of the kind, where all eight (8) Colleges in Gauteng came together under one roof with fifteen (15) SRC members and three (3) staff members per college. Mr. Ezekiel Mashigo, Dan Mkoneni, Friendly Twala and Selaelo Sebetlene from Gauteng Department of Education also attended the aforesaid training.

*T*his training was held from 05–07 March 2010 at Alpha Conferencing Centre, Broederstroom. The service provider was Phethulo Leadership and Conference Consultant appointed by Gauteng Department of Education. This collective training took place with an aim to allow SRC members to share best practices. It will also be a platform where students will be able to learn and share the different cultures of individual colleges. The welcoming address was done by Mr D.L. Nkosi, the Principal of South West Gauteng College as the Principals Representative in Gauteng. The speakers were Mr D.L.Nkosi-chairperson of GACPO, Mr Dutch Matlaletsa-Motivational speaker and Coach Mohale, GUCOSCA chairperson.

### 17<sup>th</sup> World Festival of Youth and Students

South West Gauteng SRC Executive Members attended above-mentioned festival of Youth and Students which took place from 13–21 December 2010 in Tshwane. Youth around the world attended this festival and the Theme was to “defeat Imperialism for word of Peace, Solidarity and Solid transformation”. Our SRC members had outdone themselves with maximum participation throughout the Conference, under the leadership of Mr K. Hasha, the SRC President. A letter of gratitude was forwarded to my office, whereby members SRC's will attend the next Festival in four years time at no cost to the College.



The College SRC members at The 17<sup>th</sup> World Festival of Youth and Students

The following Students were elected as part of College Executive Council from all campus sites.

College SRC Executive 2010:		
NAME AND SURNAME	POSITION	CAMPUSES
1. KHATHUTSHELO HASHA	President	Technisa
2. WESLEY KGANG	Deputy President	George Tabor
3. TUMELO MOLEFE	Secretary General	George Tabor
4. AMANDA NDABA	Academic Officer	Molapo
5. BOITUMELO RAPHASHA	Treasurer	Molapo
6. LIFE MALULEKA	Sports and Recreation	Roodepoort West
7. MABUTHO SKOSANA	Health and Safety	George Tabor
8. THEMBA MSIBI	Cultural Officer	Roodepoort
9. THANDO NKOSI	Public Relations	Roodepoort
10. PULANE MPHUNGWA	Additional Member	Molapo
11. THOKOZANI MUNYAI	Additional Member	Dobsonville
12. GORDON NETSHIKWETA	Additional Member	Roodepoort
13. NIKIWE GWAMANDA	Additional Member	Dobsonville
14. THULANE MAKHATHINE	Additional Member	Dobsonville
15. NHLANHLA MHLONGO	Additional Member	Technisa

### Academic Support

Academic Support Lecturers were appointed in all Campuses in 2010 to beef- up Students Support Unit. Their main focus is on academic support for our Students in programmes such as PLATO, Tutorials, Supplementary Support and any gaps which were identify during the placement of new students (CAP TEST). This was part of the crusade to improve students' results in 2010 academic year. PLATO Champions were also appointed in College Campuses. This was done to create synergies between post secondary education at the College and as well Students Support Programmes. In the end that was breakthrough improvement in 2010 academic year in terms of the results college wide with a total 360 distinctions.

### Top College Students Function

This session took place on 30 July 2010 at Roodepoort campus whereby all top 3 students from all campuses in NC (V) Level 2 and 3 programmes gathered as part of motivation by Senior Management to improve the results. It was also indicated by Senior Management that 10 top students at the end of 2010 will be going to Netherlands at no cost to their parents in 2011.

This was followed up by all the NC (V) Level 4 students at Molapo Campus. This session was to impact to all NC (V) Level 4 students as crusade by all college stake holders to improve results in 2010.

**Student Motivational Tour**

Two motivational sessions took place in 2010. The first motivational tour took place in the second term from 20 – 29 April 2010 at all campuses by Mr B.Mkhehlane from Mkhehlane Consulting. The second tour took place from 19 – 26 July 2010 by Ms Gloria Msibi, the College Council member. This motivational talk tour was to motivate and encourage students as part of On-Course support to better their studies irrespective of their back grounds.



A motivation session for the students by Mr B Makhehlane



Ms Msibi: External Council Member addressing students



Ms Msibi and Mr S Makhaphela

**VCT Testing**



Promoting a healthy lifestyle, creating a culture where testing is a normal activity: New Start stall at the Roodepoort Campus for voluntary testing for students and staff members.

This campaign took from 17– 21 May 2010 at all college sites by New Start. The aims of this campaign were:

- Promote healthy lifestyle to students and create support systems and crate linkages in terms of resources.
- Institutionalize counseling and testing as part of community development
- Support students in order to take proactive steps to healthy lifestyle irrespective of HIV status and safe lives.
- To create a culture where testing is a normal activity in students daily life and know their HIV status.

## Resource Centres

Days such as Word Book Day in April 2011, International Literacy Day and Breast Cancer Awareness Campaign were celebrated at the Resource Centers. Students won prizes at different campuses during reading competitions and poetry sessions.



Books donated to inmates at Johannesburg Prison



Students showing off college material



Students at The Resource Centre on the "Library Week"

## Work placement

Work place integration is essential must for our students. The aim of vacation education is to skill students and put them into jobs or other forms of vocational education. This is critical for vocational education, which needs commitment, focus, energy, discipline and routine. With the appointment of Business Development and Partnerships Manager; Mr. Thaga and all of us, we hope to improve in this area.

Level 3 Students in Civil Engineering and Building Construction went to City of Johannesburg Emergency Management Services for two weeks in the April, 2010 for workplace experimental learning. Here are some of the companies who helped us with workplace based experience in 2010: SASTEL in Florida, VELO Control, Hyat Regency, Ferdale Police Station, SASKO Bakery in Nasrec, Don Hotel in Rosebank, Booyens Hotel, SWGC-Head Office, THETA and SAPS.

## Student Activities

In April 2011, Dobsonville campus organized Industry week. The companies attended are as follows; Mattlejoane Staffing Solutions, Gauteng Education- D12, FNB, SARS, Shop 4 Life, Minanwe, DMS Group, Khethiwe Consultants, GPL, JASA and City of Johannesburg.

## Extra Mural Activities

Mr T.Thema was appointed as Sports and Culture coordinator for the College. The college is affiliated to Gauteng United Colleges Sports and Culture Association. The sporting codes include Men and Ladies Soccer teams, Netball, Volleyball, Basket ball and Chess.

The highlight in 2010 was the crowning of the Ladies Soccer Team as GUCOSCA champions. We also selected a team under GUCOSCA to represent Gauteng as Province in KwaZulu Natal for the SACPO National Colleges Tournament in September 2010, which we did not do very well as a Province. The winners were Eastern Cape for mans soccer and Limpopo for ladies soccer. We also run our own Inter-campus mini League to encourage maximum participation to student population who do not break through the college teams. In 2010, we received a sponsorship for trophies and medals from Impilo Sports and Wellness in Durban under Mr Mandla Dlamini.

## Choir Festival

GUCOSCA choir competition was held at South West Gauteng College, Roodepoort campus on 15 May 2010. Six colleges participated on this event and SWGC won third position on the day.

**Khaya Stephen Makhaphela**  
Manager: Student Support Services





The Support Services division of South West Gauteng College (SWGCG) was a culmination of the then long-awaited appointment of Deputy Principals in the Gauteng Province's Public Further Education and Training (FET) college sector! This development led to SWGCG being one of those few, fortunate FET colleges that ended up with three senior managers to deputise the Principal/Chief Executive Officer with the position of the Chief Financial Officer (CFO) excluded in such an arrangement.

In the absence of the CFO the institution opted for the then Finance and Administration division to be split into two: the Corporate Services and Planning division as well as a new **Support Services division**.

The 2010 academic year began with the disappointing memories of the preceding year. The new year was however filled with feelings of high expectation and latent excitement. A breakthrough atmosphere permeated all institutional activities.

The fact that 2010 was South Africa's FIFA World Cup year heightened the sense of expectation even further. Exciting times and a sense of raised performance level, achievement even excellence reigned supreme; much for the College as was the case for the country itself.

There permeated an emotional sentiment of '*Ke nako - it is our time!*' We had been battered enough previously, especially during the previous year. It had to be time for a turnaround, we all felt. Our spirits were lifted with the exciting Soccer World Cup euphoria that almost engulfed everyday activities in the country as well as its African neighbours alike. Somehow, 2010 was to be our winning year! Even if we would not win, technically speaking, in the field of play, we would still end up winners, anyway. And win we did, as 2010 came and went. This is well captured in the accompanying reports of the different component units that make up the Support Services division.

Our disappointments/challenges and achievements/successes can be easily likened to the 2010 FIFA World Cup earlier referred to:

The world arrived with open minds and embraced the spirit of Africa's Ubuntu...

We all joined in the Diski Dance – the dance that made us move and feel the rhythmic, smooth motion of African football...

We proudly wore our makarapas – the modified miners' helmet/traditional headgear so unique to the South African soccer fan - with honour and dignified excitement...

We loudly and shamelessly blasted our vuvuzelas beyond the generally acceptable threshold of audio tolerance to the human ear...This our player number 12 in the field, no doubt...

This the South African soccer trademark trumpet that the world came to love to hate...

We flew our national flag with confidence and pride...

Yes! This was 2010...A year abound with excitement...

A year full of promise and expectation...

A year blessed with lasting memories and unparalleled sense of achievement...

Our academic achievements was epitomised by the dream that South Africa – and Africa at large - lived in 2010 during the FIFA World Cup!

Our turnaround strategies had worked; we had realised our breakthrough...

*Need we say anymore?*

**Sello TG Mabathoana**

Deputy Principal: Corporate Services





Ria Mulder

## Introduction

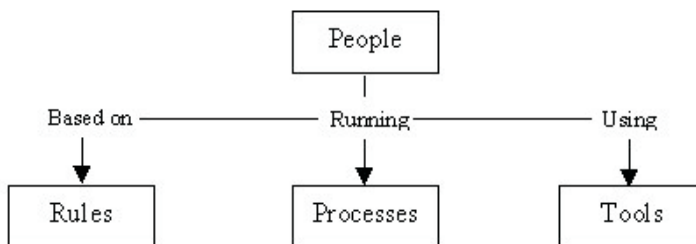
The goal of administration is to ensure smooth running of the College processes by coordinating people participating in the processes, and providing them with information needed for completing their assignments. It consists of the performance or management of business operations and thus the making or implementing of major decisions. It can be defined as the universal process of organizing people and resources efficiently so as to direct activities toward common goals and objectives.

## Functionalities of Administration Unit

This unit deals with gathering, processing, and communicating information. Practically, everybody working for an organization participates in the administrative activities. Even those who do not hold any managerial position participate when receiving written or oral instructions and reporting back on the outcome of their work.

Those who have managerial positions complete much more administrative activities, for example, they are engaged in planning of various processes, and assigning resources to various do it in the real world activities.

The key to understanding of what administration means lies in the following picture:



HoA's lead the admin team on every sites. The HoA's meet monthly to discuss matters of mutual interest and try to solve problems in time. This group is called the A-Team. All the Administration staff on the Campuses/sites work according to our Administrative Policy to make sure that all work College wide is done in the same manner. The Admin Staff performs a wide variety of administrative and clerical issues across the College. Our jobs are called by various names such as assistants, clerks, receptionists, typists, PA's, word processors, scribes, HOD's, sources of information, cleaners, clerks, etc and even a Deputy Principal!. Admin staff members are appointed by the GDE or by Council. Students who completed N6 are appointed as Interns for a contract period of 18 months to assist them to complete their practical training to enable them to qualify for a Diploma. All the Interns apply for permanent jobs with better salaries and because they are so well-trained, got the jobs before completing their practical training. The Administration Staff is therefore always busy training new staff, which is time consuming.

According to the GDE the College has too many PS staff appointments and admin posts must be rationalised. Towards the end of 2009 an important meeting was held under the leadership of our Deputy Principal: Mr 'Mabathoana, responsible for Operations and Planning, with all sites present. A PS Staff Structure for an ideal Campus with different portfolios was compiled. Common posts were identified. Campuses have to locate "warm bodies" in the portfolios. The process is not completed yet. Some Admin staff will have to be moved to other Campuses to distribute our resources evenly between the Campuses.

The Admin staff plays a major role in the enrolment of learners. With assistance of the Academic Forum, the procedure for enrolment was updated and enrolment forms adjusted. Students were captured on the Coltech program. The staff on Campus level assists with all student matters: capturing of information on Coltech, filing of all enrolment documents as prescribed, managing payment of fees, capturing of absentees and test marks, attending to enquiries, etc.

The staff college wide moved to Thusanang training towards the end of 2010.



*The Admin dressed up with their "old" school clothes and we had a lot of fun at the Head office Youth Day in June*



*The admin staff also celebrated the 2010 World Cup at Head Office*

**Ria Mulder**  
Manager: Administration



### Key Measurable Objectives

*O*ur key objective is to ensure a sound financial management system which includes an effective risk management system by establishing effective and efficient systems in line with PFMA and GAAP.

### Programmes

*D*uring 2010, Government implemented a monthly reporting system to monitor income and expenditure at Colleges. The Head Office filing system for payments was changed and this improved the accessibility of documents. The Financial Department also changed the frequency of payments to creditors in order to better manage our cash flow. Visits to campuses by the Financial Department were implemented as well as monthly reconciliation reports from campuses to Head Office. The communication between Head Office Finance and campuses were made a priority during 2010, which hugely improved the working relationships between the various sites regarding financial functions that need to be performed.

The Financial Department also underwent an internal audit on its systems during 2010 during which process a number of proposals were made to strengthen the College's financial systems and functions.

### Achievements

*O*ur biggest achievement during 2010 was most definitely receiving an unqualified audit for the 2009 financial year, although there was an emphasis of matter raised which related to the previous years' figures.

### Overview on the service delivery

*2*010 was a very stringent and difficult financial year. The way in which government funding were paid to colleges was changed, which left the College having to tap into reserves and cutting back on spending that did not relate to survival. The College only received its 1st tranche of funding from Government in June 2010, which meant that we had to manage to keep the college afloat from own funds for near to three months. Greater efforts were implemented to recover debt, but this issue still remains an obstacle for the College. The College's Contact Centre, as well as a Debt Collection agency was roped in to assist with the task of trying to collect debt.

The College also contracted with its bankers to provide swipe machines for all campuses to assist our clients in making payments faster, easier and more effectively.

### Monitoring Systems

*T*he Pastel financial system that we had contemplated for implementation during 2010 was not compatible with the rest of our financial systems. We had to revert back to the Coltech management information system for 2010. We however ended the Coltech contract at the end of December 2010. A new management information system, Thusanang will be implemented for 2011. This system will cover Chain Supply Management, Fixed Assets, Finance, Human Resource and Payroll.

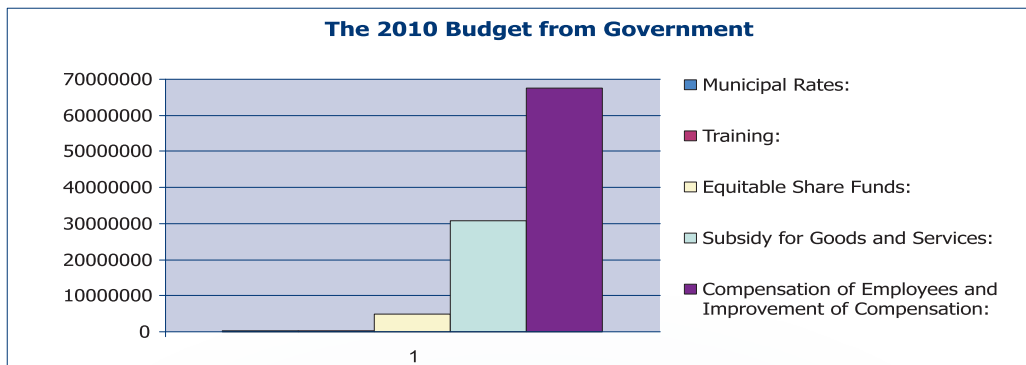
### Overview on the previous financial year performance

*T*he audit for 2009 took a lot of time and effort during 2010, but it was worth the effort as we finally received an unqualified report with an emphasis of matter on prior years' figures.

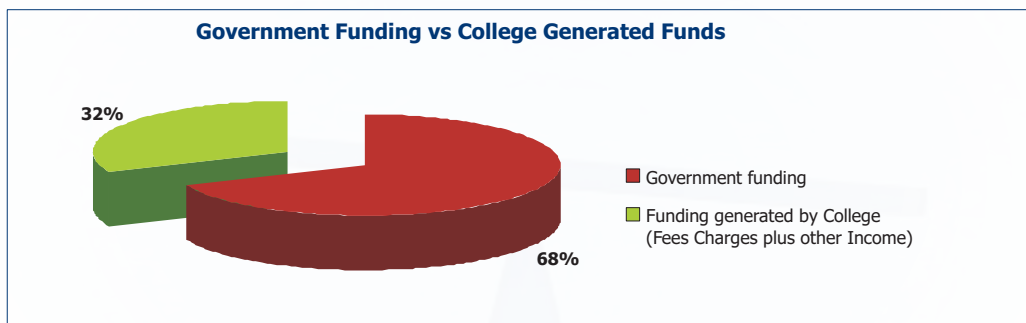
The 2010 audit will commence in April 2011, and our intention and wish is to perform even better in this audit than in the previous audit.

The 2010 Budget from Government from the College was R103 972 000. The breakdown was as follows:

Municipal Rates:	R 199 000
Training:	R 278 000
Equitable Share Fund (Capex)	R 5 000 000
Subsidy for Goods and Services:	R 30 822 000
Compensation of Employees and Improvement of Compensation:	R 67 673 000



The total income for the College, including Government Funding was R 152 092 772,48. One must however keep in mind that the funding for the compensation of employees employed by Government, as well as their salary improvements is retained at the Gauteng Department of Education, who acts as an agency for the College.



The College's expenditure during the 2010 financial year amounted to R 48 120 772,48 which includes the compensation for Council-employed staff members to the value R15 million. The R5 million from Government funding that was earmarked for capital expenditures were used to build 2 new buildings of 5 classrooms each; the upgrading/refurbishments of various buildings and classrooms, and the procurement of assets such as computers and servers. The college had invested the amount of R 9 017 228,17 with the main aim of covering bad debts, as well as the depreciation of assets.

### Human Concern

The College's Financial Manager resigned at the end of April 2010 and the Financial Section has been managed by an Acting Manager from the 1<sup>st</sup> of May 2010 to date. By the end of 2010, the Chief Financial Officer had still not been appointed, but it seems that this position will be filled by June 2011, which will have a great, positive impact on the financial functioning and responsibilities of this Department in 2011 and beyond.



Vuyo Mazomba

## Introduction

The new Manager for the Human Resources Support Unit would like to take this opportunity to welcome all the readers of the College Annual Report and indicate that 2010 has been a different and challenging year for the FETC sector with implementation of sectorial resolutions meant to upgrade the quality of life of all employees of the College, more details will be given in this report.

## Key Objectives as Per the Strategic Plan

The strategic objective 6 in Human Resources is to **develop** the professional quality of our Human Resources and below is the summary of how this objective was achieved through 15 different activities.

### Activity 1

Identify key areas for Human Resource development informed by the respective site Skills Development Committees. For the year 2010 the HR unit was unable to form Skills Development Committees at the different sites of the college and had to rely on the information forwarded by the Head of Administration and Deputy Campus Managers on the different training needs of staff members based in their sites as informed by the PMDS and IQMS evaluation documents.

### Activity 2

Develop staff training plans as per the college Workplace Skills Plan (WSP). The training needs were collated and a training plan or what we call a Workplace Skills Plan (WSP) was developed and implemented with a success rate of 88% with commendable support from the college, ETDP Seta and Gauteng City Region Academy (GCRA) where the college was able to save a lot on its budget in this area as the latter 2 organisations funded most of our programmes, the college budgeted funding was effectively used in other areas of college development.

### Activity 3

Train staff according to the Workplace Skills Plan and developed Training Plan. Both Educator (CS) and Support(PS)staff received a fair benefit of training in areas like Assessor-Moderator training, Advertising and Communication, Defensive Driving, SQL 2008 IT programme, Maths and Systems analysis, Customer Service, Occupational Health and Safety, Labour Relations procedures, Fitting and Turning workshop, project management, Thusanang EMIS programme, Master Facilitation, Batho Pele public services principles, MS Office Power Point, Education and Development, Recognition of Prior Learning, etc.

### Activity 4

Source Council approval and implement HR policies as developed by the Provincial FETC Act Implementation Task Team (Deloitte) in line with the new FETC Act and other legislative framework. Approval of HR policies was tabled and approved by council and they had to be coupled with the Deloitte HR policy recommendation applied by all FETC colleges. Nevertheless, we still need to note that HR policies are revised on a yearly basis from the Labour Relations Act which serves as a guiding document.

**Activity 5**

*C*omplete the development of a comprehensive Induction Programme and then properly conduct such with all new personnel. The development of a comprehensive induction programme was not achieved in the year 2010 and was postponed to the 2011 operational/ implementation plan. The plan is to compile a booklet or a CD that will contain all college policies and other relevant policies used nationally for every new employee to have a copy as reference and again for the HR division to take an effort of introducing all new employees as prescribed by the induction document/checklist.

**Activity 6**

*R*oll out Assessor and Moderator training to all lecturing staff, following the Master Assessor / Moderator training as conducted by Assessment College of South Africa (ACSA). This activity is still alive but the idea of a Master Assessor/Moderator could not get off the ground but HR trained more 30 lecturers as Assessors, moderator training will be conducted in 2011 from the ETDP Seta funding.

**Activity 7**

*D*evelop HR capacities needed to handle full transfer of HR tasks from the previous employer. This activity has been shelved till further directives from DHET which gives an indication that it will be continuing with the administration of HR tasks from colleges.

**Activity 8**

*D*evelop and implement a comprehensive staff performance and development appraisal systems (replacing PMDS & IQMS) that will ensure the attainment of excellence and achievement in all areas. IQMS and PMDS are still the recognized performance evaluation systems and the college is still using the same instruments to measure performance and recommend developmental interventions.

**Activity 9**

*D*evelop and implement remuneration performance-linked incentives and packages (retention strategies). Incentive packages were paid to educator staff who achieved an average of above 80% per subject and also achieving an average of above 75% for all groups taught by the lecturer concerned. Another incentive was paid to the Finance Unit Personnel at the Head Office and Campuses who have contributed towards the College obtaining an unqualified report from the 2009 external audit.

**Activity 10**

*D*evelop and implement College Equity Plan according to the Employment Equity Act and other Legislative prescripts. The college has been following an equity plan previously set to achieve equity targets set by the Employment Equity Act, this will be indicated in the table below.

**Activity 11**

*A*dapt and customize the GDE Employee Wellness programme for holistic personnel support. Wellness workshops were conducted for all campuses by the GDE EAP Unit, coordinated by the College HR Industrial Relations unit. On the 3<sup>rd</sup> September 2010 the HR Unit organized an employee wellness day for all employees of the College and different exhibitors were invited to exhibit their products, there was also participation in sporting activities for the day, soccer was the main activity that stole the show. Staff members were treated to some and music entertainment which they enjoyed.

**Activity 12**

*I*mplement the requirements of the Occupational Health & Safety Act. A health and safety committee was formed at a central level consisting of dedicated staff from the different campuses this committee was to report to the Health and Safety Manager recommended by the College, their duty will be to ensure compliance by all sites to the Health and Safety Standards prescribed by Legislation.

### Activity 13

Train all new members of Council with respect to good governance and fill open portfolios (Labour relations, Finance, etc). This activity was not achieved in 2010 as the GCRA with request from the College HR division, was still investigating the structure of this training programme. Implementation has been included in the 2011 Plan.

### Activity 14

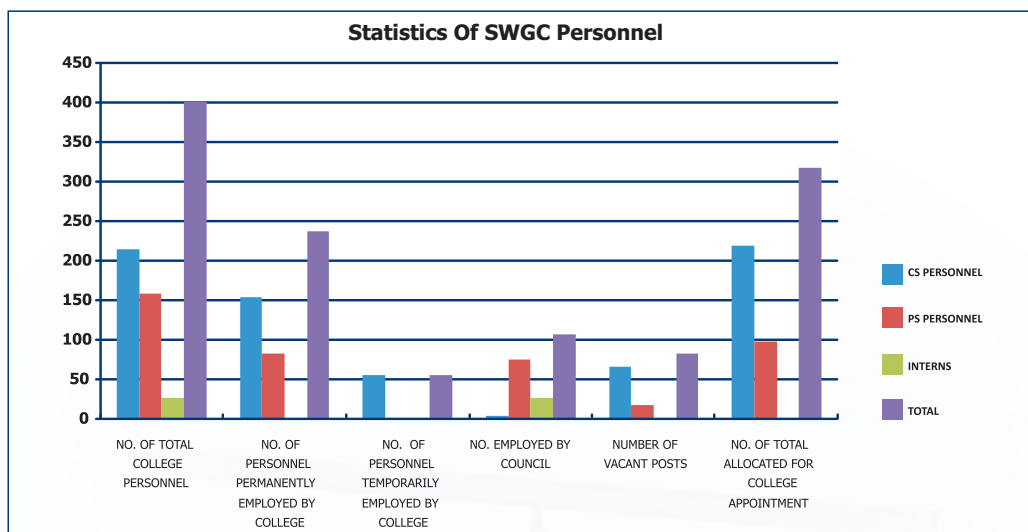
Establish and manage an Industrial/Labour Relations Unit within the HR Department. An Industrial/Labour Relations unit has been formed and is fully operational from January 2010, its mandate is to intervene and facilitate the employment of corrective measures to stabilise or improve relationships between the employee and the employer and so far was able to:

- Successfully concluded 14 out of the 17 disciplinary cases.
- It has also visited campuses to bring awareness of Labour Relation processes to campus management teams.
- Organise training for future Presiding Officers to address shortages.
- Facilitate workshops on employee wellness.

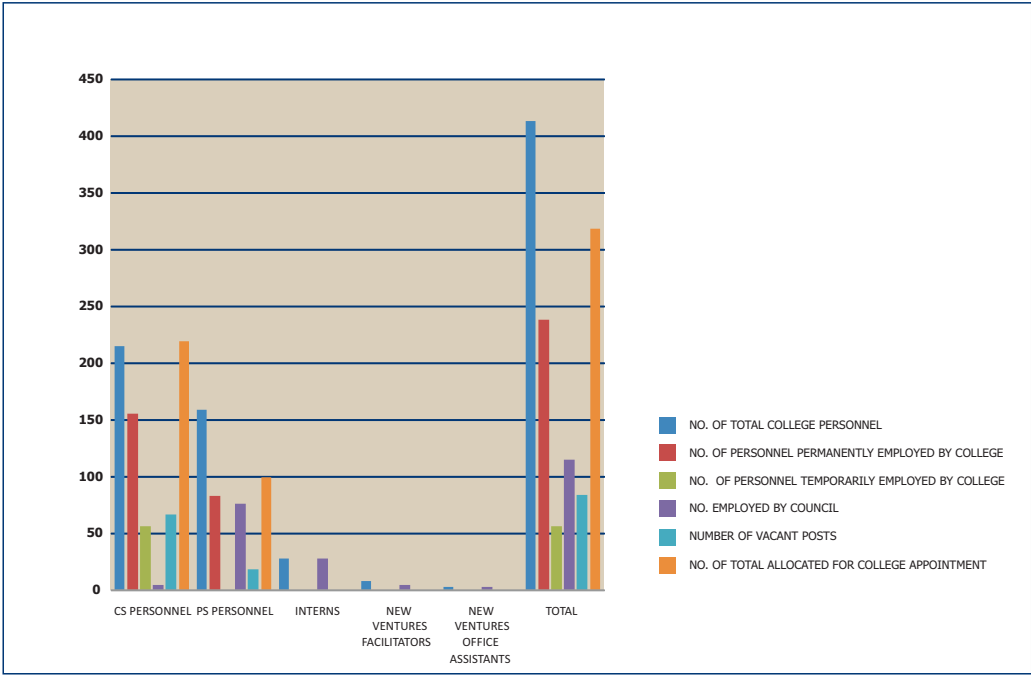
### Activity 15

Establish a fully fledged Skills Development Unit within the HR Department a Skills Development Unit was formed under the banner of the HR department and an officer to manage this department was employed. This unit has been responsible for the training and development of all staff members and the managing officer was also elected as the chairperson steering committee responsible fo training nationally, this department has made tremendous success in keeping to its training plan for 2010.

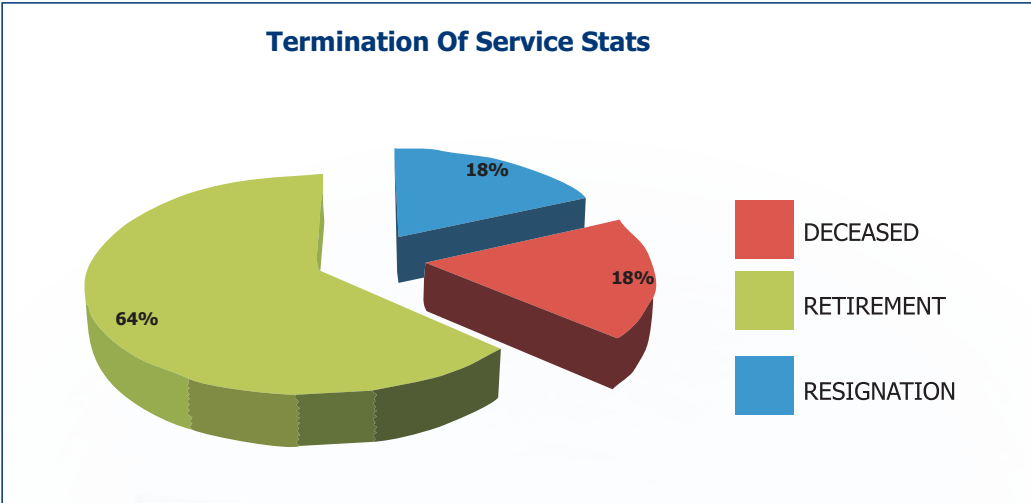
### College Staff Establishment



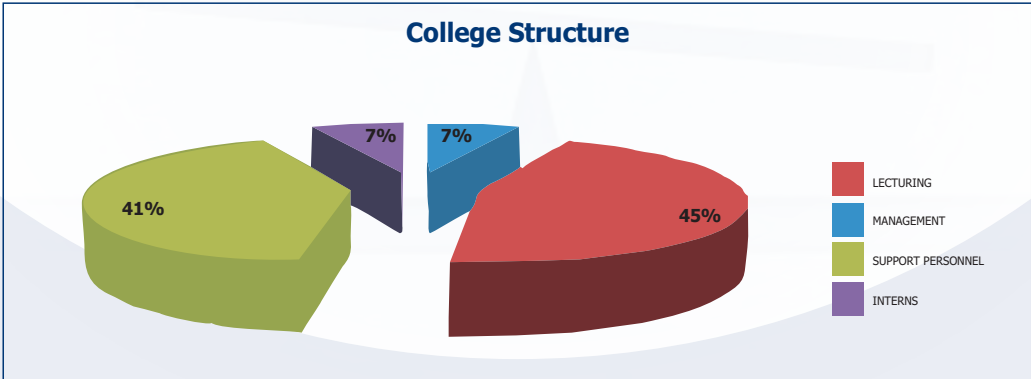
Statistics Of SWGC Personnel



Termination Of Service Stats



College Structure





**COLLEGE EQUITY GRID  
2010**

2010															
CS EDUCATORS: COLLEGE WIDE															
Post level	African			White			Indian			Coloured			TOTAL		
	M	F	D	M	F	D	M	F	D	M	F	D	M	F	D
PL1	76	56		1	17		1				1		78	74	
PL2	9	10		2	2								11	12	
PL3	11	4		2						1			14	4	
PL5	4	1			1								4	2	
PL6															
<b>TOTAL</b>	<b>100</b>	<b>71</b>		<b>5</b>	<b>20</b>		<b>1</b>			<b>1</b>	<b>1</b>		<b>107</b>	<b>92</b>	

2010															
PUBLIC SERVANTS: COLLEGE WIDE															
Salary level	African			White			Indian			Coloured			TOTAL		
	M	F	D	M	F	D	M	F	D	M	F	D	M	F	D
level 13	1												1		
level 12		1		1									1	1	
level 11	1												1		
level 10					1									1	
level 8		3									1			4	
level 7	5	11		1							1		6	12	
level 6	3	5			3								3	8	
level 5	8	15											8	15	
level 4	1												1		
level 3	5	3											5	3	
level 2	14	1											14	1	
<b>TOTAL</b>	<b>38</b>	<b>39</b>		<b>2</b>	<b>4</b>						<b>2</b>		<b>40</b>	<b>45</b>	

2010															
COUNCIL EMPLOYEES: COLLEGE WIDE															
Salary level	African			White			Indian			Coloured			TOTAL		
	M	F	D	M	F	D	M	F	D	M	F	D	M	F	D
level 9	1												1		
level 8	2	1											2	1	
level 7	1			1				1					2	1	
level 6		3												3	
level 5	19	29									1		19	30	
level 4	4			1							1		5	1	
level 3	3	11											3	11	
level 1	1	2											1	2	
PL1 lecturers	7	5											7	5	
Facilitators															
<b>TOTAL</b>	<b>38</b>	<b>51</b>		<b>2</b>				<b>1</b>			<b>2</b>		<b>40</b>	<b>54</b>	
<b>INTERNS</b>	<b>11</b>	<b>26</b>											<b>11</b>	<b>26</b>	
													<b>51</b>	<b>80</b>	

## Highlights

- The first highlight was with the alignment of salaries for all support staff paid by the college council, it was a happy moment for those staff members as they were underpaid for several years as some received an increment of more than 20%, it was pleasing to see them happy and possibly improve their lifestyles which should translate into improved delivery in their respective departments.
- The second highlight was with the implementation of Collective Agreement 1 of 2010 which also aligned the salaries of educator staff in FET College to those of their counterparts in General Education (Schools) and this created excitement in the educators as it compensated for the OSD omission for FET College Lecturers. The payments were effected in January 2011.
- The third highlight was when HR in partnership with marketing hosted a film day on the 11<sup>th</sup> June 2010 which coincided with the day of the opening of the soccer world cup and the host country's first game. It was a successful event where the majority of staff member were in high spirits proudly wearing South Africa' soccer team colours. The film was about a teacher who wanted to make a difference and inspired most educators.
- The fourth highlight was the college hosting a wellness day for its staff members in one of their campuses (Roodepoort West) and it was also a successful event as mentioned earlier in the report.
- The fifth highlight was the payment of incentives to all educator staff for delivering results above 80% and above 75% in all groups taught by the said educators. Secondly it was also the payment of incentives to Finance Unit staff who ensured that the College does not get a qualified audit from its external audit.

## Conclusion

The college is undergoing change in its systems trying to sharpen them to deliver effectively and efficiently to all its stakeholders, many challenges were met and the HR Unit as a support unit will always that these challenges are met no matter where the obstacles are coming from (internal or external) but we will always try to serve to our best ability, don't fail to criticize mediocrity or complacency but also give support for it to grow one we will touch the sky together as we want to improve our delivery.

### Vuyo Mazomba

Manager: Human Resources



Dear South West Gauteng College Annual Report Readers, please note that this report is inclusive of Infrastructure and Facilities and –Supply Chain Management as they were run under my wing before my appointment by GDE to be the Deputy Principal: Corporate Affairs and Planning for the College.

### Introduction

One of the main duties of this division is to ensure that the College has an approved 3-year Strategic Plan, as well as a 12-month Operational Plan.

The planning process for 2011 commenced in August/September 2010 when DHET launched the first phase of the process – a process which set the budgeting and student intake parameters of the College for 2011.

Once these parameters were known, it was the task of this division to ensure that every manager in the College was aware of it, and this was done during a Strategic and Operational Planning workshop during October 2010, where the College's Vision, Mission and Values were discussed and refined, and where the College's course for the next 3 years were plotted.

These documents were then further refined, where each unit/section manager had to break down his/her unit's Operational Plan for 2011 into activities, and this final Operational Plan with its relevant activities will be diffused to the entire College early in the new year.

It must also be mentioned that during 2010 a monitoring tool and plan was refined to monitor and measure the actual performance of the College in terms of its Operational Plan during 2011.

### Overview of the Service Delivery

2010 was an exceptionally challenging, but also a very rewarding year not only for the College in general, but also for the newly formed Directorate of Corporate Affairs and Planning specifically.

This Directorate officially came into being on the 1<sup>st</sup> of June 2010, after the GDE had advertised the position of Deputy Principal for Corporate Affairs in March/April 2010.

The following functions/departments form the four (4) pillars of the new Directorate:

- Infrastructure and Supply Chain Management, including Special Government projects
- Finance
- Quality Management
- New Business Development (added later)
- Strategic and Operational Planning

The Major activities that are to be carried out from this unit;

- Strategic and Operational Planning

Special Projects are also being run in this very office

- Special Projects (GDE ESF, DHET Conditional Grant Funding)

## Provincial Equitable Share Fund Project (ESF) and College Conditional Grant

On the 31 March 2010, the Provincial Equitable Share Fund project that was run under the auspices of the GDE, and which saw the college being allocated a budget of R 12, 8 million for the 2009/10 financial year, came to an end. The College had utilized the majority of this money for the refurbishment and/or upgrading of 14 classrooms and computer laboratories, the purchasing of 40 N-computing/thin-client computers and 2 servers, and installing steel security doors to all of our computer laboratories.

We refurbished an old printing area into SRC offices, student area and student cafeteria, and even commissioned the construction of a building which consists of 10 x 100m<sup>2</sup> classrooms and 2 x 100m<sup>2</sup> computer laboratories, as well as the construction of an electronics workshop.

Once the ESF project had run its course, it was immediately followed up by the introduction of the FET College's Conditional Grant project, which saw the DHET allocating an amount of R 5 million to all 8 FET colleges in Gauteng for the 2010/11 financial year.

This funding was specifically earmarked for capital expenditure, and by 31 December 2010, SWGC had already committed the entire R 5 m to a number of refurbishment projects and thin-client computer purchases, but more importantly to the construction of 2 x 5-classroom buildings at two of our campuses.

Both new construction projects are scheduled to be completed by March 2011, while all the other refurbishment projects and thin-client computer purchases were completed well before the end of 2010.

All of these projects were run from the office of the then Manager: **Infrastructure and Facilities**, while the normal, day-to-day operational activities of Procurement, Supply Chain Management, building and facility infrastructure and support, as well as security- and cleaning services management still had to be managed and controlled.

## College Financial Review

As indicated above, during June 2010, the Financial Department became one of the pillars of the Corporate Affairs division, and after a very thorough audit of the activities of this department by the auditing company Gobodo Incorporated, the College for the first time since 2005 received a reasonably clean audit, with only one matter receiving an Emphasis of Matter.

## Quality Management Unit

In the Quality Management arena, the College did just as well in not only retaining its SABS ISO 9001:2000 certification, but by also having it extended to our sixth campus, as well as having it extended for the next 3 years until August 2013.

New Business Development unit

The fourth pillar to the Corporate Affairs division was added in September 2010, when the New Business Development unit was incorporated into this division, with its main aim being the establishment of new business partnerships with industry and other stakeholders in the college's community.

## Conclusion

This division is very proud of its 4 sectional managers and 16 or so staff members who have done the college proud since its inception on 1 June 2010, and wishes to thank and commend these staff members for their hard work and diligence in performing their duties over the last 7 months of the division's existence.

**André Schlemmer**

Deputy Principal: Corporate Affairs and Planning



## INTRODUCTION

The college Quality Management System has become of age, as it was in the third year of its inception. We were aware that the re-certification process will take place in the year under review. We continued to provide objective oversight of the College's operations for economic, effective and efficient management of resources as required by the PFMA, Treasury regulation and professional internal auditing standards.

The year 2010 started with a bang, as we were all anticipating the staging of the FIFA Soccer World Cup in our shores. As the norm the registration of new and old students in all college's campuses began during this week, and our department collaborated with the newly established Assessment Department in monitoring the registration process as well as the readiness for campuses to start the teaching and learning. To ensure that all the requirements that are needed for teaching and learning to take place are provided.

## Key Measurable Objectives

The main objective of the Quality Assurance & Internal Audit department as revised in 2010 is "To effectively manage and monitor the college's Strategic Plan to continually meet and exceeds the needs and expectations of our customers thereby complying with the benchmark ISO 9001:2008".

The main objective is then broken into smaller measurable goals:

- Conducting of audits
  - Surveillance Audits
  - Internal Audits
  - Re – certification Audits
- Management Reviews
- Oversight of the college operations
- Monitoring of effective and efficient management of resources
- Assessing the risks in achieving the strategic objectives of the college
- Developing and implementing of risk mitigating measures.

## Achievements

- The results of the re-certification process that gave the college another three year privilege of being in the mist of the high flying companies that are ISO quality assured.
- Internal Auditors produced a risk assessment register for the college whereby all departments/units know how their risk assessment is like.
- Both the Quality Management System and the Internal Audit Unit's oversight systems for monitoring of the College's operations for economic, effective and efficient management of resources as required by the PFMA, Treasury regulation and professional internal auditing standards are in place.
- The Scope of Quality Management System of ISO 9001: 2008 at Technisa campus was extended under the year in review; this was done as the campus joined the SWGC family after the college was certified by SABS.

## Overview

Surveillance **audits** were conducted by the South African Bureau of Standards (SABS) during this exercise a sample of three campuses/sites was chosen i.e.

- Head Office                    30/03/2010
- Molapo                            31/03/2010
- Dobsonville                    14/04/2010

## Objective

Different processes were audited in the surveillance audit exercise. These are also done on a sample basis to check if the College's Quality Management System meets the requirements of the ISO 9001:2008. There were findings raised during the audits and these were minor and at the end of the exercise the verdict of the auditor was that South West Gauteng College of FET was found to be complying with the requirements of ISO 9001:2008 certification and can continue to fly the SABS flag.

## Internal Audits

Internal audits were conducted in all the colleges' campuses/sites during the year in review. The purpose of these audits was to monitor the process owners and department/unit if they follow the processes and procedures pertaining to their area of operations, and to close the gaps that were identified during surveillance audits, strengthens and enhance the processes and continually improve on the college's QMS.

## Re-certification

As the three year period of our certification was about to lapse in August 2010 the college's system was to be subjected to a re-certification process. During the 2007 ceremony for handing over of the SABS Certificate the guest speaker Mr Vusi Mabena said, "It is easy to meet the requirements of the ISO 9001: 2000 for the first time, what is more difficult is to remain certified at the end of the three year certification cycle". We did not know what we were up against.

The re-certification audit took place on the 12 August 2010. A rigorous process of auditing the Business Processes (Quality Processes) and other processes were conducted by the SABS auditor. This process identified systemic gaps in our quality management system which needed to be closed. The process of closing those gaps and continually improving the system is in process, and the auditor felt these gaps were minor and the college was declared compliant with the ISO 9001:2008 requirements a new certificate was issued for the next coming three coming years 2010 – 2013, indeed we continue to surpass ourselves. The new certificate includes Technisa campus as they were deemed compliant during the closing of their findings that were raised in 2009.

## Quality Management System's Management Reviews

The ISO 9001 clause 5.6 is the Management Review. The purpose of the management review is to ensure that the ISO 9001 QMS remains suitable, adequate and effective. The review assesses opportunities to improve and the need to change the QMS, quality policy and quality objectives. During this meeting the following agenda was followed and documents and reports interrogated at this meeting:

### Review Input Agenda

- audit results
- customer feedback, positive and negative
- process performance and product conformity
- follow-up actions from previous review, corrective actions and preventive actions
- changes that could affect the quality system e.g. changes to standards, legislation, technology, business activities
- recommendations for improvement

### Review Output Minutes/Actions

- improve the effectiveness of the QMS
- improve the product/service
- resource needs

The Management Review meeting is to ensure that Top Management systematically review the quality management system (QMS) to ensure its continuing suitability, adequacy and effectiveness. The following was discussed during the review:

- To provide Top Management with a regular review of the effectiveness of the QMS and whole organization
- To facilitate factual decision making and strategic planning through review of measures and other data to provide control, creation of benefit and added value to the organization
- To facilitate proactive communication and feedback to the employees and other interested stakeholders to encourage continual improvement

## Internal Audit Unit

The Internal Audit Unit has primary responsibility to provide objective oversight of the College's operations for economic, effective and efficient management of resources as required by the PFMA, Treasury regulation and professional internal auditing standards. The unit assesses, evaluates and provides advice to improve risk management, internal control and governance process.

The unit continued where they left by implementing the policies that were developed during the previous year (2009) and conducted projects that were commissioned by the Senior Management Team (SMT). During the year in review, they conducted business risk identification and rating project, the objective of this project was to ensure that all business risks across the College are identified and managed on an ongoing basis and that the best practice governance requirements are consistently complied with.

### Risk Identification And Project Rating

- Identification and rating of risks that have the highest potential negative impact on the achievement of the strategic objectives of the College.
- Assisting management in identifying risks at different departments/sites/units including financial, operational, compliance and reputational risks
- Development of the College Risk Register.
- The output of this project will assist in the development of College Risk Management Strategy.

Types of Business Risks identified are:

- Strategic Risks
- Compliance Risks
- Financial Risks
- Operational Risks
- Other Risks, legislative

## Monitoring Systems

The nature of the department monitors the college departments and systems, strategic objectives, processes and procedures if are complied with. Meanwhile, the Internal Audit Unit assesses, evaluates and provides advice to improve risk management, internal control and governance process. The Quality Assurance Unit conducts audit twice a year over and above those that are conducted by South African Bureau of Standards as well as two management review meetings these are conducted as per all college management plans. The Internal Audit Unit monitors the effectiveness and efficient management of resources as required by the PFMA, Treasury regulation and professional internal auditing standards. The unit assesses all these as per their 2010 internal audit coverage plan; report their findings during the internal Audit Council Committee meeting that take place four times a year. Managers prepare a management plan to close all the findings.

## Conclusion

The Quality Assurance & Internal Audit Department is the backbone of the college as it monitors all the college's systems and make sure that the Strategic Objectives are implemented as according to the 2010 implementation and other college management plans and no stone is left unturned. Departments comply with the QMS, policy directives, and Legislations prescribed by the Department of Higher Education and Training and other stakeholders.

That Quality Teaching takes place in the colleges' campuses, teaching and learning is conducted as according to developed plans, students are assessed and feedback given to them as per academic management plans. If these things are not done, during the monitoring processes i.e. audits, campus visits and assessment cycles these discrepancies are picked up and the guilty parties are cautioned and they must come up with the plan to close the gaps.

### Wandi Magagula

Manager: Quality Assurance



Thulisile Maphisa

## Introduction

The Audit Committee was established during the 2009 financial year by the College Council following the appointment of Internal Auditors. As described fully in its charter, the purpose of the Audit Committee is to assist Management in its general oversight of the College's financial reporting, internal controls, safeguarding of assets and audit functions both internally and externally. Management is responsible for the preparation, presentation and integrity of financial statements; accounting and financial reporting principles; internal controls and procedures designed to reasonably assure compliance to applicable laws, accounting standards and regulations.

The College has a fulltime Internal Audit Unit that reports to the Audit Committee and to Management. This unit is responsible for reviewing, evaluating and improving the adequacy and effectiveness of internal controls and risk management by using a systematic and

disciplined approach designed to add value to the College. The Audit Committee meets each quarter with a view to discuss significant issues raised in the internal and external audit reports in order to foster implementation of corrective measures.

## Key measurable objectives

As stated in its Charter, the purpose and main objective of the Audit Committee is to:

- Assist Management of South West Gauteng College to discharge their duties relating to the safeguarding of assets, the operation of adequate procedures and controls, financial reporting process, system of internal control over financial reporting, audit process and the College's process for monitoring compliance with laws.

In order to achieve the major objectives, the following operational goals had to be attained by the Audit Committee:

- Review the three year internal audit rolling plan to ensure that it addresses all major/catastrophic risks and other issues identified by the external auditors.
- Evaluate the effectiveness of the auditors and their ability to provide reasonable and objective assurance regarding effectiveness and efficiency of internal control and risk management processes
- Review significant issues raised in the internal and external audit/forensic reports and the adequacy of corrective action in response.
- Review the effectiveness of the internal audit function including **compliance to International Standards for Professional Practice of Internal Audit and the International Auditing Standards (IAS)**.
- Assist Management in establishing Risk Management processes
- Review the fair representation in all material aspects of the annual financial statements in compliance with the **International Financial Reporting Standards (IFRS)**



## AREAS OF FOCUS

- Pointing to weaknesses in the system and ensuring compliance and advising on corrective measures.
- Implementation of controls to improve/add value to College operations e.g. proper filling system for the Human Resource and Procurement units etc.
- Completed Risk Assessment project and establishment of College Risk Register
- Helping to improve College asset management and setting up the asset register and proper bar-coding of assets
- Obtaining a contract to share College's internal audit services with a sister College.
- Audit of curriculum related activities at campuses.

## Overview of the Service Delivery

The core business of the College is to provide/deliver education and training to students. In order to deliver this service the Audit Committee assigns internal auditors to review and improve the College's systems of registration, provision of study material (procurement) and resources (workshop and other assets), student/academic support, financial matters, certification and job placement (partnerships). In short, ensure that processes and activities meet the set standards

The academic audit, which for the year, 2010, focussed at George Tabor Campus and is meant to proceed to other campuses, pointed to significant areas of improvement, which were brought to the attention of both management and the curriculum unit for attention. Such an audit is invaluable to the College and its clients, the students and the public in general, as the intended beneficiaries of college activities.

## Monitoring

The Audit Committee monitors external and internal audit processes by instructing follow up audits on significant areas e.g. Payroll and by requesting responsible managers to submit corrective action plans and progress reports regarding implementation of those actions.

## Conclusion

For the 2010 academic year the motto that was applied by the Audit Committee was "Excellence through value adding and risk management" which meant that a lot of emphasis was placed on all the significant issues raised during the 2008/9 financial year audit reports in order to confirm that they have been properly addressed by Management.

Adequate and effective internal controls are now in place and risk management processes have been established successfully which will provide a good springboard for 2011.

**Thulisile Mapisa**  
Audit Committee

**Humhery Nguduwe**

## Achievements

*V*PNs (demarcation of Student Network from Admin): With growth of business and the integration of services within the campuses of South West Gauteng College, and after an intensive consultation with the relevant stakeholders and experts; Telkom was chosen to provide services of Secured data sharing, voice and Internet access through the use of Virtual Private Network Supreme. This has reduced the burden which for an example campus A to call campus has to go through dialing the number of the campus but with the VPNS Campus A calling Campus B, requires the dialer to know the extension of the receiver at the end and conversation is established.

*D*espite the fact that we still experience some glitches here and there but with the dedicated technical support we are having from Telkom, issues escalated are quickly addressed.

Through the provision of the VPNs, the technisa campus end users mail addresses ending with @technisa.co.za were integrated to the main @swgc.co.za seamlessly.

## Anti-Virus/Mail Filter

*T*his past academic year 2009/2010, was the year to remember where all was thought to come to an end with computer viruses. SWGC is proud to have associated with well renowned Security Company; McAfee to deliver the state of the Art defense for the college Internet and network. SWGC purchased a volume license of 2500 clients of McAfee Total Security Protection and also provided training of the installation of main repository Server at the Head office and relay Handlers at the campuses. This has drastically reduced the amount of viruses that college was faced with.

*D*espite the firewall that acts as a DMZ (Demilitarized Zone), SWGC employees were faced with challenges of spam. With the help of the Sisonke Limited, SWGC purchased a mail filtering device IronPort, which has reduced spam to ZERO. Users are now able and freely to open and read mails without much of a worry that the college network would be compromised by rude less rogues.

## Greener, Cleaner and smarter Technology (Save the Planet for the Future generation)

*S*WGC took the bold steps in saving the planet with a greener and cleaner technology through the use of Ultra Thin clients. The pilot phase of the projected at George Tabor was a successful which then path way for the enrolment of the entire college towards a greener and cleaner technology. Apart from the greener and cleaner technology, it is a cost saving, easy to manage/maintenance, secured and portable and more space are some of the features of the technology. SWGC made a choose of using the World's Ultra thin client; Sunde and with a local based office in South Africa that provide full technical support and sales.

*I* would like to thank the management for taking such steps to move with a more smarter and better technology to the future.

## E-learning:

*F*or long distance learning purposes, e-learning has provided the platform where long distance learning students (full time employees) are able to take advantage of furthering their studies. This provides a way that students are not supposed to be physically present at the campus to submit assignments or school work. Assignments are posted and submitted online by lecturers and students respectively.

**Humhery Nguduwe**  
Manager: ICT



Patience Zazini

## Introduction

The mandate of the Marketing and Communications Unit is to rejuvenate the College's image as well as to link it with its internal and external stakeholders via various communication channels.

## COOL2B@SWGC

Being cool in college means having game! This campaign was born in the beginning of 2010, the College Principal; Mr. DL Nkosi who is very much passionate about the Marketing related issues in the College came up with this wonderful campaign. The Campaign was born with few ideas in mind that would attract the prospective and current students. Those ideas such as:

- Being open and sociable with other people. Socialize, socialize, and socialize. You never know what a little bit of small talk might lead to. It could be anything from an invite to a cool party or perhaps your next best friend.

- Attend college sporting events. You'll always look cool at college if you keep up on the campus sports and know your sports stats etc.

This campaign was very exciting and the slogan was added in all of the marketing material.

## Advocacy Campaigns

### Mall Exhibitions

Jabulani Mall Exhibition, Maponya Mall Exhibition, Westgate Mall Exhibition, Alexandra Mall Exhibition, Clearwater Mall Exhibition and West Rand Career Exhibition, Diepsloot Mall.

### West Rand Career Exhibition (8-10 March 2010)

The West Rand Career exhibition was a phenomenal success. There were at least 15 schools visiting on a daily basis (Grade 9 to 12) from surrounding areas of Krugersdorp, Roodepoort, Randfontein, Kagiso and Magaliesburg

### Star Workplace Exhibition - Coca-Cola the Dome

This exhibition took place collectively with all other Colleges in Gauteng (GMF) members. A huge space was booked where all Colleges were able to build up their own stalls and showcased themselves individually. We all got mileage out of this. This started on the 23 until 25 March 2010.

We also brought home the 2 trophy awards - Best Exhibition Stall and the Best Exhibitor in the Higher Education Category. This is now happening for the third time in succession. We are beating the Higher Institutions of Learning such as University of Johannesburg, Wits etc. Our gratitude goes to hospitality, IT, and SMME Departments for their contribution to make this possible.

### SABC Career Exhibition

An exhibition that was organized for the month of July in conjunction with Gauteng Marketing Forum was attended by the college. It took place at Nasrec Expo and Conference Centre started on the 27<sup>th</sup> July 2010 High Schools Learners were bused from different areas of Gauteng.

### Career Expo and Job Fair Road show

In August, we were at various community halls in different communities targeting out of school youths, unemployed adults as well as adults in local schools. We were the hosting provider with invitations issued to the partners and industries to join us to provide a full pathway career exhibition to the interested individuals. This exciting road show kicked off on August 2010 and it started at Eldorado Park Communal Hall where the official opening was conducted. Communities that were visited are as follows: Orange Farm, Ennerdale, Rabie Ridge, Ivory Park, Diepsloot, Meadowlands. This happens annually as we try to draw the attention of the community youth.

## Advertising

### Print Media Advertisements

Our contract with Metro buses has come to an end on the 20 March 2010. We have advertised on the four backs of the single-decker buses for three months. Our new advertisements and the editorial are to appear on the following Magazines; Learnerships in SA through Masande Communications, Soweto Business Guides – all College Business Units are to be publicized on this magazine, Proverto Student Guides for grade 11 & 12's in six (6) different study guides and the Skills Talk Magazine. The citizen Newspaper, Sowetan Newspaper, The Star Newspaper, Roodepoort Record, Randburg Chronicles and Caxton Newspapers carried articles of the College different Tenders and other educational related articles.

### Radio and Television Advertisements

We heard the Principal being interviewed on Jozi Fine Media and on Soweto TV . We also ran a campaign for our part-time Courses on the month of February 2010 on Jozi and Soweto TV. This was also expanded to Alexandra FM.

## Events Management

### Awards Ceremony

This event took place on the 13 March 2010 at Molapo Campus Hall. The ceremony was a huge success with more or less hundred and fifty (150) learners awarded in different categories such as; distinctions, best performers per level per programme, overall best performers per programme & Dux Learners in all schools of studies namely; Business, Engineering and Utility/ General Studies with part-time studies included and a guest speaker who was very much inspiring, Judge Moffat Makgoka from the High Court of Pretoria.

### Graduation Ceremony

The Graduation Ceremony took place at Walter Sisulu Square of Dedication on the 22 May 2010. We had 165 graduates at this ceremony with NC (V) level 4 learners included. This was indeed, a very successful and inspiring ceremony. Recognition was given to the hardworking Academics and also a member of community by means of the awards during this ceremony. Amongst the people that were awarded we could mention the following;

### Victor/Victrix Laudorum Academic Award

An award to the Head of Division voted most Head of Department was Ms P Ngwenya of the Technisa Campus

### Victor/Victrix Laudorum Lecturer Award

The Best Academic Lecturer Award was given to Mr. TD Mokgabudi who could not be present when his name was called out and lastly

### Workplace Integration

The new category that was created in 2010 to award the best lecturer who did all his best to place the students at the workplaces and this award was given to Mr. Choeu of Dobonville Campus who is currently a lecturer

### Rainmaker Awards

**"Ours is a continent known for its dryness. In Africa a drop of rain or a droplet from the morning dew signals hope; hope for growth, hope for life and hope for prosperity. A prosperity that is infectious in that it engulfs everyone around. This is the happiness and joy that occurs when Africa sees one of its own showing signs of being a rainmaker, or actually living the selfless and inspiring life of a Rainmaker by creating opportunities, hope and prosperity for others.**

**Awarded to the best top Rainmaker as nominated by the community and staff members, the 2010 "competition" was won by OTIS.**

## **Marketing and Communications**

The Marketing and Communications produced quite a number of marketing and communications materials in 2010, which were tailored to the individual audience needs and reflect the College's branding and marketing standards. Products ranged from educational publications to exhibits, brochures, and others, and include many products with a strong marketing focus. The department's quality and excellent work has been recognized by the college, widely.

We take pride in our high-quality standard for all products we put out and are fully aware of the marketing power of all efforts – regardless of their delivery medium.

## **Marketing and communications materials**

The production of College and Extension communications and marketing materials has increased dramatically over the past year. We now produce many items designed to market the work in the college and put forth a unified brand.

## **Annual Report**

The Annual Report of 2009 was produced with all the highlight and successes of the 2009 calendar year

## **NEWSLETTER VOL. 1 OF 2010**

The College newsletter was released by the end June 2010. The powerful campaign we ran in the year – **"COOL2b@SWGC"** was the theme of the newsletter.

## **Patience Zazini**

Manager: Marketing and Communications



Mr. David Rampedi

### Key measurable objectives

Provide excellent customer service to both external and internal customers. Provide excellent call centre practical components to our existing and future learners who are doing call centre as a subject. Enhance and improve customer service skills and knowledge of all the college personnel, particularly those who are deployed in customer service environment. To uphold and promote the principles of Batho Pele across the entire college spectrum.

- To treat all our customers, employees and stakeholders with respect, humility and dignity.
- To serve the interests of all our learners and community.
- To promote the customer service quality policy of the college.
- To collect all the college outstanding bad debts from defaulters.

### PROGRAMMES:

We offer Call Centre Operation training on NQF level 2 that consists of both theory and practical components (awaiting Services SETA accreditation).

### Duration of the Course

3 Months Full Time includes practical at real call centre. Monday to Friday.

### Entrance Requirements:

- Grade 12 (Matric)
- Highly recommended for unemployment N6, Diploma, Degree and Business studies Graduates.
- Good English Proficiency.
- Competency/ Aptitude Test may be conducted.
- Ideal for those who are in possession of call centre qualifications with no practical experience.

### Enrolment Procedure

After completion of the pre-enrolment form, learners are invited to a screening interview where the English language proficiency, aptitude and communication skills are evaluated through written and telephonic assessments.

### Course Content

Modules have been selected which will ensure that learners have the best chance of being employed within the call centre and customer service related work environments on completion of the programme.

**Module 1:** Effective Call Centre Skills, Call Centre Principles, Call Centre Culture, Call Centre components

**Module 2:** Voice and Communication Skills, The importance of successful communication, Communication in providing quality service, Telephone etiquette, Voice Practicals.

**Module 3:** Customer Service Principle, Call Centre environment, The inbound Call Centre settings.

**Module 4:** Telemarketing Skills, Outbound Call Centre activities.

**Module 5:** Life Skills For Business, Typing Skills, Preparing a winning CV, Interview skills, Time management and prioritizing, Stress management, Managing your finances.

**Module 6:** Business English, Vocabulary base, Word order, Prohibitions, Business writing.

**Module 7:** Computer literacy, Microsoft Word, Microsoft Excel, Microsoft Outlook, Internet.

## Overview

The overview of the service delivery environment for the year 2009 is impressive.

## Monitoring Systems

Our monitoring system work very well and it in a process of being improved.

## Challenges

It was a bit of a challenge to establish one point of contact for the college in terms of routing all calls to the call centre and we deployed robust technology that enabled us to achieve our goal.

## Other Information

We are in a process of setting up learnership programme particularly for call centre learners that will run for a period of 12 month as required by the legislation. Learners will be paid stipend during the training period.

## General Information

We are in a process of overhauling the entire call centre to accommodate external businesses and individuals who need to rent seats in our centre at a reasonable fee.

## Attractive Pictures

"Unfortunately I have none at the moment..

**David Rampedi**

**Manager: Contact Centre**





**Aubrey Manganye**

## Introduction

The Mandate of this Unit is clearly stated on the three year strategic planning of the college as follows;

- To promote spirit of Entrepreneurship and creation of decent jobs.
- Create awareness of entrepreneurship skills and opportunities for students, community and Industry
- Establish, maintain and expand Business Units
- Maintain and expand Youth Advisory Centres as mandated by the National Youth Development Agency
- Create and maintain existing job opportunities with Industry

## Key Measurable Objectives

- Our Partnerships with the department of public works (Dopw) and National Youth Service (NYS) saw 72 NC (V) and nated engineering students being placed on learnerships. 56 students completed the learnerships and 16 dropped. a total of 44 students were employed with responsibilities by different contactors.
- In September 2011, the ED unit in collaboration with Absa ED centre hosted a successful ekasi seminar at Molapo campus that attracted over 150 emerging entrepreneurs and 10 exhibitors.

## SMME Launch at George Tabor Campus

This happened on Friday, 19 March 2010 where National Youth Development Agency (NYDA) that is currently funding the SWGC SMMEs partnered with our College to make sure that this was a success. Many organizations were represented in this even and it was officially opened by the College Principal, Mr. Nkosi and NYDA representative.

## Seminar

We organised, planned and carried out successfully the Ekasi Business Seminar on 01 September 2010 at Molapo Campus Hall. We have partnered with Absa,Cipro,SARS and JUMBO cash & carry. Jozi FM and Soweto TV are giving us free live interviews and promos on the radio stations.

## Overview of the Service Delivery

- The Unit committed as indicated in our strategic planning to organise a seminar for our students and the community in August 2011.
- We planned to run continuous workshops for our students and the community during 2010 with our partners e.g. Absa, NYDA and Ndiza finance.
- Work Place. As part of our partnerships with NYDA, our ED unit/Youth advisory centre committed to assist 60 students with workplace access.

## Comments on Monitoring Systems

The projects were executed on time according to our 2010 strategic planning.

## Aubrey Manganye

Manager: Enterprise Development Unit





David Thaga

### Introduction

The New Business Development Unit started functioning in August 2010 and it remains flexible and dynamic to ensure quality, relevant and accredited training is provided. The College is responsive towards the needs of commerce, Industry and the community in its catchment area.

### Key Measurable attributes

To develop and sustain partnerships between the college and external stakeholders specifically industry, commerce & the community

### Overview

The Strategic and Operational Plans were revised to keep up with new trends. The Key objective of the Unit is to develop and sustain partnerships between the college and external stakeholders specifically industry, commerce & the community. This enables the Unit to maintain relationships with current or new partners and stakeholders expressly to promote the College as the preferred service provider

### Accreditations

We are delighted as the New Business Development Unit to report that the College managed to get the following accreditations

- Food and Beverage accreditation: CATHS SETA formerly known as THETA SETA
- National Certificate Community Health Work: HWSETA

### Milestones

- New partnerships, especially with the Department of Health were formed through presentations and negotiations. These partnerships have resulted in Home Based Care skill programme being implemented. The aforementioned skills programme has resulted in the enrollment of learners from our catchment area.
- Another momentous partnership was with National Tooling Initiative Programme (NTIP) where the actual theory/practical training was done at Molapo Campus for 23 learners.

### Work Placement

All college students attained experiential learning opportunities within industries and most were successfully employed after they have graduated. The College was successful in placing the learners at the Industry and has a strong partnership with the Department of Education District Offices. Most of the learners are doing Internship at those District Offices.

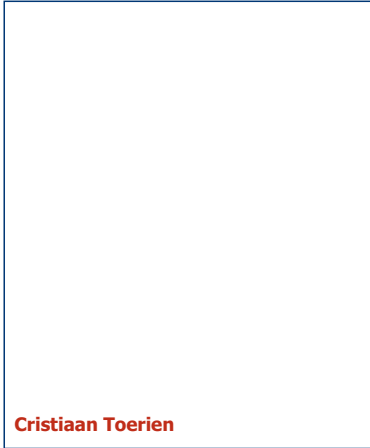
The following Companies also played a major role in placing our Learners: ABB, Velo Control, Kombi Baking System, South African Police Services, Buhler, Sasko, XL Travel Arrangements, Lanseria Airport, JB Tours and Gauteng Tourism.

### Conclusion

The New Business Development Unit remains committed and confident to play a vital role to assist the College in achieving its goals. Moreover, the focus is to supply the Country with relevant and necessary scarce and critical skills.

### David Thaga

Manager: New Business Development Unit



**Christiaan Toerien**

**Key measurable objectives**

To become a well established travel and Agricultural unit that prioritize the training needs of the students and together with them form a business partnership that will cater for corporate business and local communities.

**Travel Center at Technisa**

The travel center was established in 1999, with the focus to assist students studying travel and tourism exposing them to the ever-changing travel and tourism field. Students then connect with established partnerships in place by the sector and students also benefit in gaining workplace experience by assisting in the agency.

The agency also assists most of the FET colleges in the Gauteng area with travel needs and has also gained respect and trust by this sector to do there student excursions and assist in practical sessions

with travel and tourism students. We still are the only college that has this facility thus placing our students first in practical experience, work placements and training. In 2009 students took part in extra curriculum training offered by an accredited training provider that offered our them both Galileo and Fares and Ticketing training.

**Agriculture Services**



Established hydroponic tunnels were erected at George Tabor and Dobsonville campuses, for the planned hosting of the primary agriculture program (NCV) to start in 2012. In 2010 tunnels at George Tabor campus were already producing choice quality spinach, ZZZ tomatoes, and winter cabbage. The produce was all sold to the local communities around the campus. Late 2010, tunnel 2 was renovated in so that hanging crops could be established. Currently 100 granadillas are in growth in this tunnel and the expected harvest will in September 2011.



Plans to erect a chicken broiler that will house 1000 Ross chickens were done and construction and production of this project is commencing in 2011. All this was made possible with the assistance of our partners in the Netherlands – Noorderpoort College.



During 2010 the Agri Unit Alos formed partnerships with commercial farming sectors like Agri SA, Limpopo Agri, and the Agricultural Research Council. We are currently in negotiations with the Agri Seta regarding accreditation. The SA Dorspers Breeder Societies has also offered assistance when the Primary Agri Program starts, this regarding the Red Meat production module. All these partnerships have played a pivotal role in the success of the Agri programs. It must be said when we start the Agri program in 2012 we will be well established and ready to be the best college in South Africa to offer this program.

**Christiaan Toerien**  
 Manager: Agriculture and Travel Services Unit



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