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INVESTING IN HUMAN CAPITAL

A graduation ceremony for an occupationally directed-qualification

"There are three institutions that I don't trust: the Department of Home Affairs; the Electricity Department of the Tshwane Metropolitan Service and the SAPS," said Prof Jansen (Dean: Faculty of Education, University of Pretoria) and the keynote speaker at the OD-ETDP Graduation. To say to someone in their face that you don't trust them, while you were invited (by them) to address the recipients at their graduation, might be unheard of. But with those introductory comments, the Professor had the whole audience's attention. And it was not meant as an insult - it was a wake-up call! And why was it a wake-up call: simply because it does not help to provide employees with opportunities to improve themselves by means of qualifications, without making a difference to service delivery!



Prof Jansen, Dean: Faculty of Education, University of Pretoria had the audience's full attention with the remarks that he made regarding service delivery by the public sector

A first for the SAPS

In his introductory remarks, the Divisional Commissioner: Training, Comm Gary Kruser, said that this Occupationally-directed Education Training and Development Practitioner Learnership (OD-ETDP) Graduation was a first for the SAPS, which would not have been successful if it had not been for a tripartial alliance between:

SAPS	-	the client/recipient
SASSETA	-	the sponsor for the learnership
Edutel	-	the service provider.

Comm Kruser said to the audience that the SAPS was *en route* to not only equip their employees with qualifications, but also with practical skills to improve service delivery. The group of graduates were pioneers for being the first to obtain this qualification, but they will not be the last, as the next group was already lined up. He encouraged the recipients not to let this qualification be the end, but the start to a future of studying. "I hope that this qualification will add enough credits towards a degree, and that you will hopefully obtain you policing degree in the near future," he said.

How to control your attitude

The CEO of Edutel, Mr Andries Pelser, said that an excellent attitude was what made a difference in one's life. He therefore shared some important pointers regarding attitude inspired by the writer Robb Thomson, with the audience. "If we could control the way we think, we could control our lives."

- Refuse to live life as just good enough, as this leads to mediocrity. One should seek opportunities for excellence and stay one step ahead of the rest.
- Understand that today's excellence is tomorrow's mediocrity - it's simply not good enough.
- A person with an excellent attitude never takes time off from pursuing excellence - s/he always presses to be/do better.
- Attitude always determine your altitude in life. Success deals with quality, but popularity deals with quantity (how much you have).
- A person with an excellent attitude does not require others to "prop" him/her up. S/he has taken a conscious decision to be positive.

- A person with an excellent attitude does not need encouragement from others.
- A person with an excellent attitude does not need to be defined by others. It is not important what others think of us, as we are created to be unique and to be achievers.
- A person with an excellent attitude accepts responsibility to be personally

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accountable and is a self-adjustor and corrector of his/her mistakes/failures.

Mr Pelser said that we should celebrate the graduates as people with excellent attitudes by improving their qualifications. "I do, however, want to encourage you not to make this the end of the road, but the beginning."

SASSETA's role

Ms Vuyelwa Penxa, CEO: SASSETA (Safety and Security Sector Education and Training Authority) highlighted some of this SETA's responsibilities, such as the identification of skills shortages and the provision of training coupled to training needs. She also said that they were responsible for the training of "would-be" police recruits to help them meet the basic requirements for selection, ie K-53 driver licensing. Prioritising rural areas such as the North West and the Eastern Cape was important for this SETA.

Ms Penxa said that there was an increased need for more skills training and that South Africa needed to invest more in human resource development and training systems. "This is the age of the learner, as we have a Constitution that guarantees every citizen the right to training, accompanied by the Skills Development Act and the SAQA Act. This graduation is the extent of SASSETA's work carried out, where we celebrate the excellent work of the trainers and the trainees," she added.

But as the proverb goes: the proof of the pudding is in the eating! Will these newly acquired skills make an impact on service delivery and productivity at the workplace? Will the employees who are capacitated by their employer, feel more loyal towards their employer? After asking these questions, Ms Penxa concluded by requesting them to stay "knowledge-hungry" and show appreciation towards their employer by working hard.

"I will make a difference"

As said in the introduction, this Professor surely did not curry favour during his keynote address.

"Why is it that the police was so effective under *Apartheid* - being at a scene

even before a crime was committed? Compared to today when one has to wait forever for a police van to arrive!" Prof Jansen said.

His message was clear: "Our institutions have failed us. Don't tell me that we have in our Police Service a world-class system. We must admit our failures. Why is it that we were better

under *Apartheid* for all the wrong reasons? We fool ourselves when we think that everything is fine, when we deeply disrespect humans. Unless we get to the point where we say that we live sacrificial, we will not change the organisation."

However, there was another side to this coin, and training was the first step in changing our attitudes towards service and work. We should adopt an attitude of: "I will make a difference." Irrespective of where God has put me, in whichever way, for example by starting to work earlier than one is expected to do.

We must stop playing the victim. Don't act like slaves, the slaves are free! It is all in the mind, and if you have the wrong attitude then you will not be "freed".

"We need to start to reverse the (negative) culture of the Public Service, and it is time that we start to contribute to the organisation."

The learnership

The OD-ETDP Learnership was launched and implemented in the SAPS in September 2004. The main objective of the OD-ETDP Learnership is to re-equip SAPS trainers with new skills, knowledge, attitudes, values and current methodologies needed in the training and development environment. This should make them more motivated and competent in their daily activities, and it should create sustainable developmental opportunities for the target group; namely current SAPS trainers. It is hoped that the qualification will equip practitioners with current facilitation skills that anchor the outcomes-based education and training practices. This learnership prepares its learners, in this case SAPS trainers, in their specific occupations in their workplace, and takes 12 months.

As has been said numerous times, training and development combined, are key to unlocking further potential of the trainers or any employee. Organisations are looking for a highly skilled workforce with competencies to perform duties, and who can manage themselves and their activities and apply business principles and processes to achieve and improve organisational performance.

The training of the trainers in this OD-ETDP Learnership aimed to ensure that police trainers possess the required competencies for the SAPS to be accredited as a nationally-recognised training workplace provider. In addition to this, it will also create sustainable developmental opportunities for the target group, namely SAPS trainers.

The graduation

After all the speeches had been concluded, the VIPs of the day had their moments. These were the 41 people who had successfully completed the OD-ETDP Learnership and graduated and received a National Certificate in ETDP NQF level 5 on 17 February 2006. The graduates were: X G Appels; B J Arries; C Beukes; S Borea; M T Boshielo; J J S Botha; K Britz; C Dique; J Q Dirkse; C N Dlelaphantsi; P A S

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What is a learnership?

A learnership is a learning programme that leads to an occupational qualification. It is an alternative route towards obtaining a qualification, and it consists of two components:

- * the theoretical component (\pm 30%) provided by a service provider, ie a college or a training centre; and
- * the practical component (\pm 70%) which is done in the workplace.

Esterhuizen; G S Fritz; E Goosen; B D Hanekom; U Jonck; H J Joubert; N P Kristof; H D Leaf; E W M Makhuvela; N J Mathibe; S M Mathibela; V C Mayisela; N Mdoda; B M Moeng; R S Molala; M D Mosamane; A M Naidoo; L B E Nel; S A Nel; Y Nel; L Nortjé; L C Oosthuizen; C D Plaatjies; R G Sebake; P T Sekete; W Slabbert; H R Stanley; P G Swart; C A van Biljon; K A Vilakazi and J Williams.

The change

Change is always with us. However, the past decade it seemed as we have been inundated with it - our country changed; the Police Force changed into a Police Service and Iso changed into a learning organisation.

recently the SAPS has

But for the community the only change they are interested in, is to see that changes that are made by improving police members' skills, result in a change in the safety and security situation in our beautiful country.

Ultimately, the proof of the pudding does indeed lie in how the skills and qualifications acquired, will improve the service that the community receive from their Police Service.

The winners

Client services award: Louis Nel and Pieter Swart

Fortitude award: Simon Nel

Ingenuity and creativity award: Silvano Borea

Tenacity award: Cynthia Dlelaphantsi

Academic award: Adri Esterhuizen and John Williams.