



REPORT ON THE ANNUAL PERFORMANCE OF THE SERVICES SETA

Date: Friday, 02 December 2022
Time: 10:00



Menzi Fakude
Chief Executive Officer

Presentation Outline



A

Context

B

Organisational Performance 2021/22

C

The Future





PART A: Context

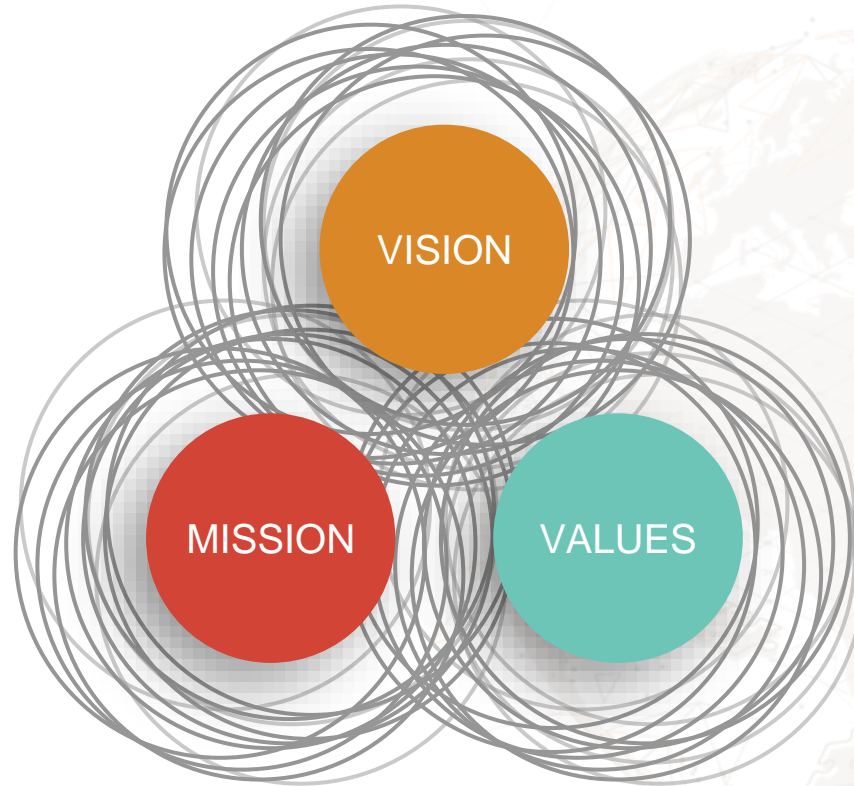


A.1 Services SETA'S Ethos



OUR VISION

A flourishing services sector that creates economic growth and inclusive opportunities for all South Africans.



OUR MISSION

Facilitation of quality skills development for employment and entrepreneurship in the Services Sector for national economic growth.

OUR VALUES

- ★ Accountability
- ★ Innovation
- ★ Integrity
- ★ Professionalism
- ★ Responsiveness



A.2 Service Delivery Environment: External Factors



A.3 Service Delivery Environment: Internal Factors





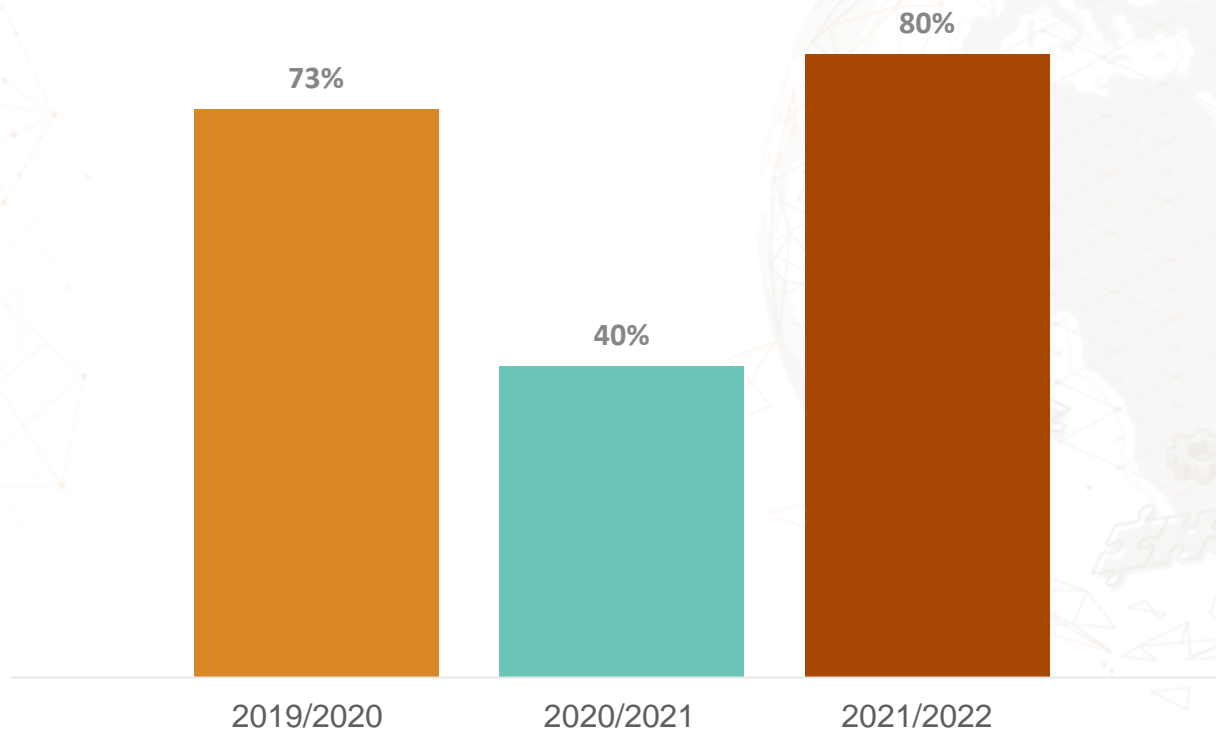
PART B: Organisational Performance 2021/22



B.1 Three Year Performance Review



Organisational Performance



B.2 Overall Performance_80% Achievement



86%

100%

73%

100%

01

Administration

02
Skills
Planning

03
Learning
Programmes

04
Quality
Assurance

57% Increase

11% Increase

61% Increase

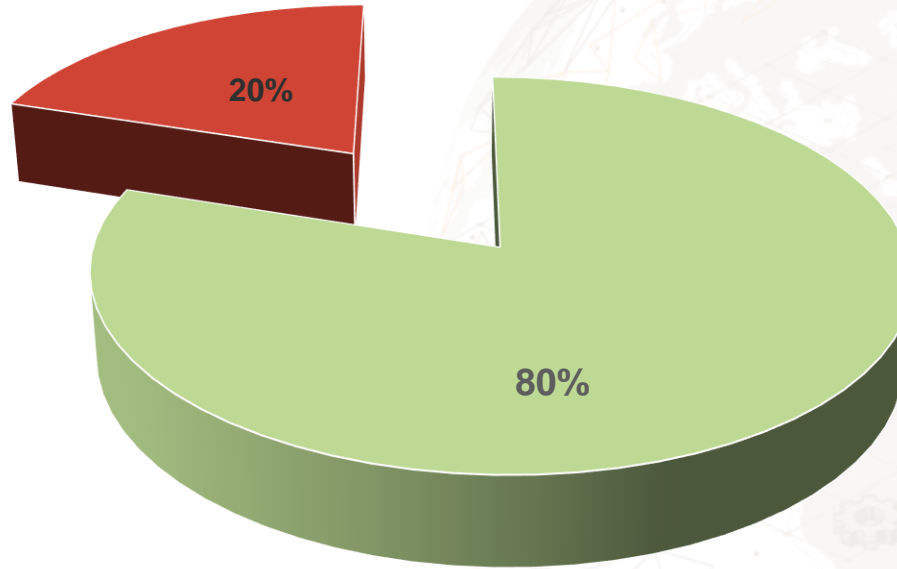
No change



B.3 Overall Performance_80% Achievement



- Qualified Audit - commitments
- WSP Submissions received **4560**, fell short by **9%**.
- Bursars supported were **1627** fell short on bursars continuing by **7%**.
- Low pipeline for all learning programmes completions – **4518 achieved.**



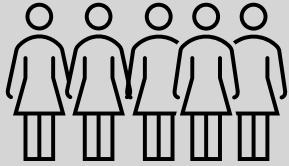
■ Achieved ■ Not achieved



B.4 Transformation Imperatives



Gender

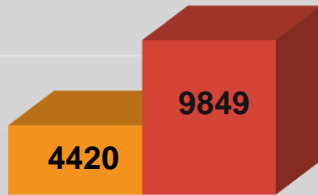


10 389 (73%)



3 880 (27%)

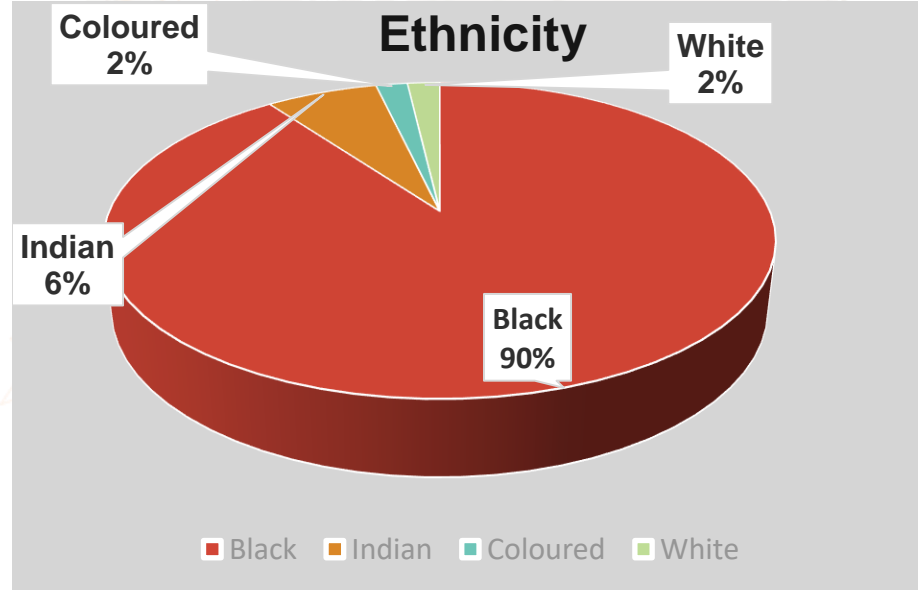
Employment Status



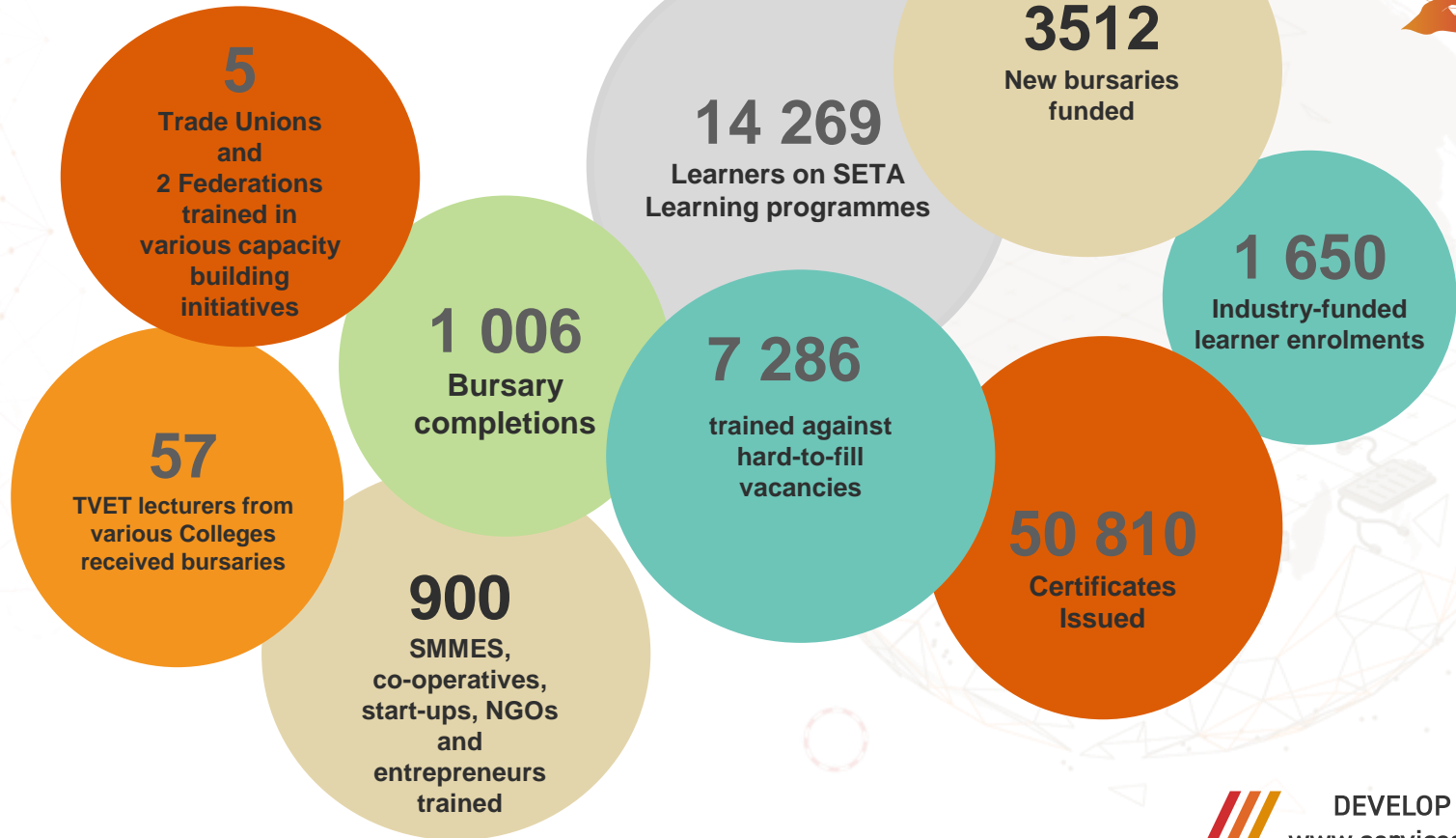
2021/22

Employed Unemployed

Ethnicity



B.5 Performance Highlights

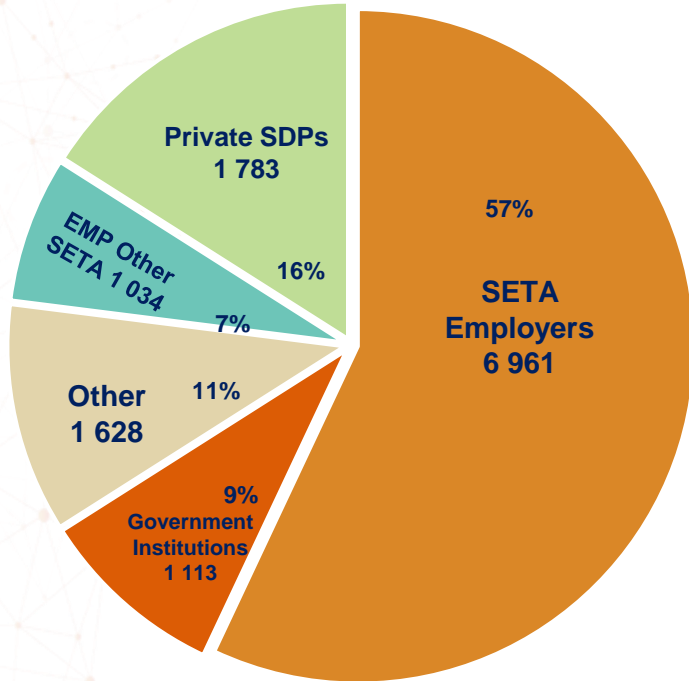


B.6 DG Activations



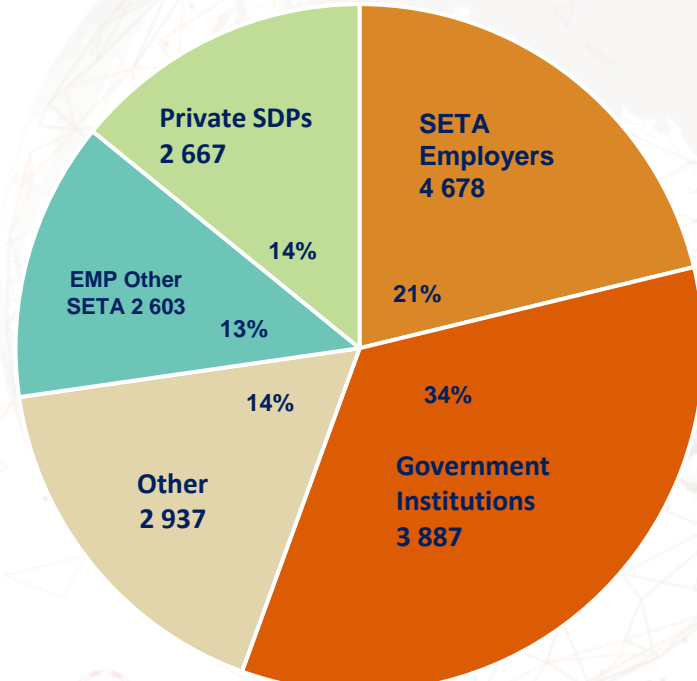
2021/22

Total: R386,737,730



2022/23

Total: R655 880 670



COMMITMENTS

2018/19	2019/20	2020/21	2021/22
R 5124 Mil	R 4622 Mil	R 3398 Mil	R 2698 Mil





PART C: THE FUTURE



C.1 National Agenda



National Skills Development Plan Outcomes

Identification and production of occupations in high demand

Linking education and the workplace

Increase access to occupationally directed programmes

Improve level of skills in the SA's workforce

Encourage and support worker-initiated training

Support the growth of public colleges system

Skills development for entrepreneurship and CoOps

Support career development services

Services SETA is part of the Delivery Mechanism



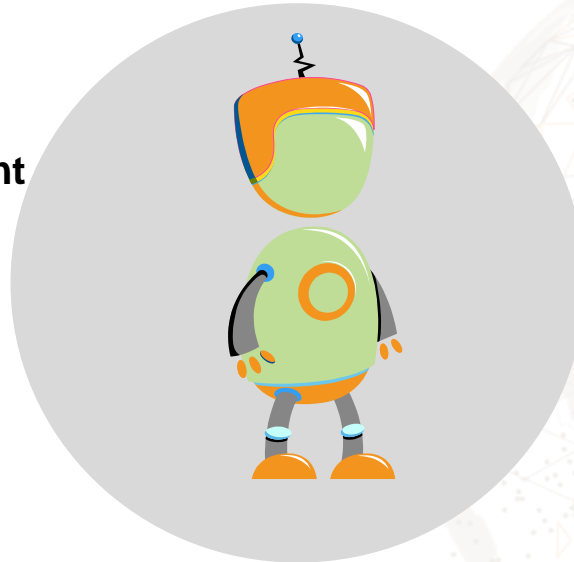
C.2 Vision 2025



C.3 Occupational Qualifications



Development Quality Partner



- Qualifications Development Facilitators (QDFs)
- Communities of Expert Practitioners (CEPs)

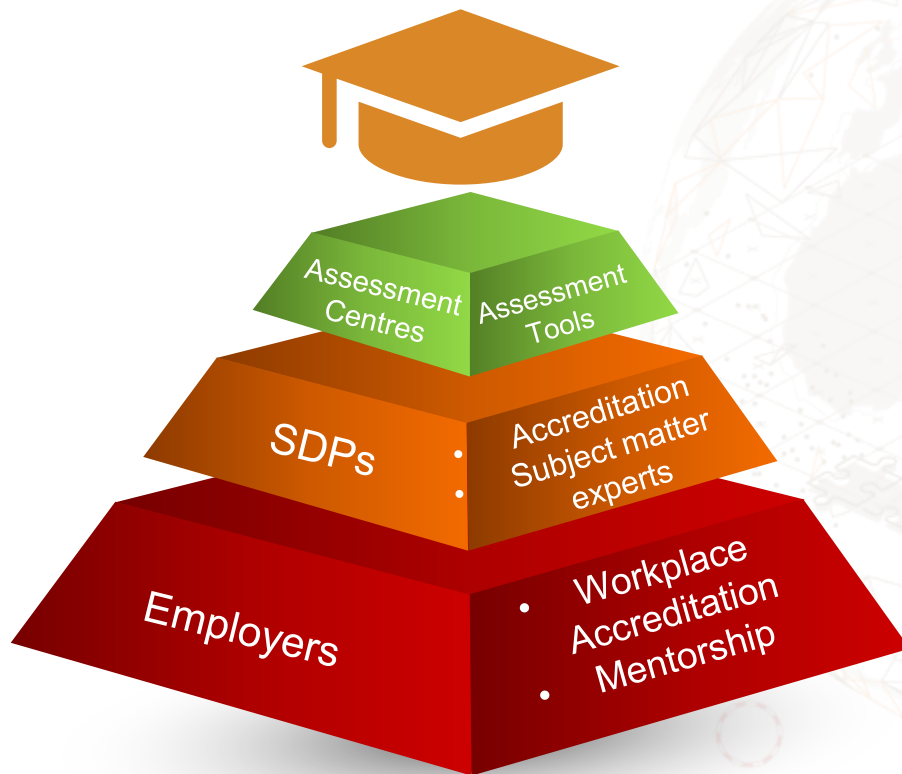
Assessment Quality Partner

- Assessment instruments and tools
- Assessment Practitioners
- Assessment Centres

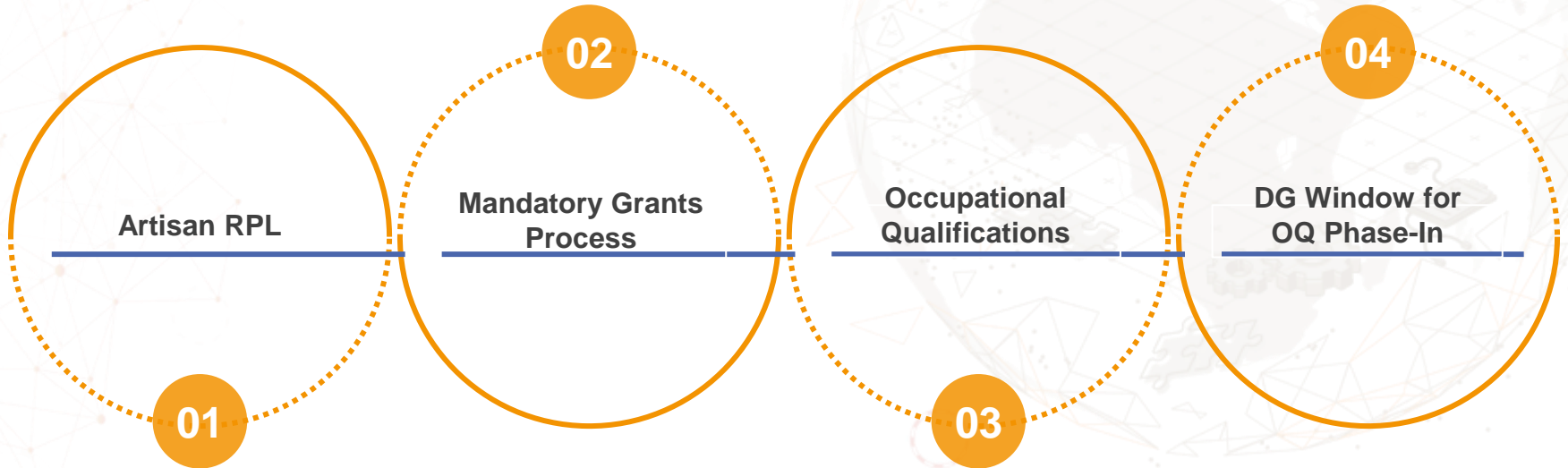
31 Registered Occupational Qualifications



C.4 Critical Success Factors



C.5 Strategic Issues



C.6 Short-term Focus

01 Youth Unemployment

- Internships

03 AET

02 ERRP

- BPO

04 Partnerships with
Employers, TVETs and
CETs





Thank you