

To: Mr David Adler
CC: Vicky Robertson
Prepared by: Mr P Mbanya (Eastern Cape)
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KRG: Eastern Cape summary report on SAQA verification sites visit: 2015
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1. PURPOSE OF THE REPORT

The purpose of this submission is to capture the performance of 42 site verification visits in the Eastern Cape in the Year 2015 as contractual agreement. KRG informative programme in the Eastern Cape to the majority of our people who are illiterate.

2. BACKGROUND TO THE REPORT

It has to be mentioned that before the start of the programme there was confusing correspondence of the letter that was circulated in the emails of not to start the visits. From the package of the working material the record folder and travel log were not part of the package and the visit was delayed just for a moment.

One of the priorities was to call the coordinators and supervisors as per the template that was provided, and this was not an easy task to mention. One of the coordinators Ms Ndlazi did not cooperate to calls and that had showed a negative impact on the delivery of the core business. This impact manifested when some of the Supervisors that I already called for the visits ended up not answering their phones for the appointment.

The following supervisors never answered their phones and some they said they are in Cape Town, after even when I mentioned the importance of the visit to their VE's sites:

1. **FUNDISWA PRECIOUS STAMPER:** 084 488 9430: Cape Town
2. **THULISILE KATIKATI:** 073 882 5067: After our phone conversation she never picked up the phone
3. **Norah Nomamfengu Gqibinyanga:** 072 581 0300: The phone was off since
4. **Mandlenkosi Meva: 078 374 7443:** refused and said he will hear from his coordinator, I must call his coordinator.
5. **Nondumiso Albertina Sidinana:** 076 3844592: postponed by saying the supervisors that are closer to the main road they are attended a training of a computer course since the KRG school is closed.

Eastern Cape is the most rural area in this area we have former Border, Ciskei and Transkei. It was realigned to Buffalo City Metro, Amathole District, Chris Hani District and OR Tambo. It was mentioned that the Kilometres per day must not exceed 150 only in some cases that it can. The former Transkei area was a problem to find the coordinators, the supervisors that we got, when some confirming their sites they said we will need a bigger car to travel to their region. The two we got we made an appointment with them a week before and a day before we confirmed the appointment and visit, trice when we already travelled more than 100 km we received an sms of apology that the VE's that they organised come up with stories. It was the time that I solemnly decided to take all the traveling personally because I could see that I will be paying the visitors for travelling and not any work done. My approach was to do the former Transkei again at the end due to the challenges and fruitless travelling of more than 600 km that are made of 3x2 x 110 km between Butterworth and Idutywa back to East London. These supervisors were:

1. **Thandiswa Nondlomo Qwele:** 082 6765 5652: Site in Willowvale
2. **NOTUMZA NCWINA:** 073 818 4674: Site in Willowvale

In some cases we feel that there's a lack of readiness from all who are involved. It was disappointing when you addressed all the requirements and you find that there are very less learners. Sometime their reason is suspicious it's more uniformly. One of qualifying suspicious reasons are:

1. Our leaners the reason we don't have them all is because they know the programme has ended.
2. We have funeral in our area.
3. We have community meeting.
4. Some are employed some were else.

The reasonable reason that I at least managed to listen with some that they demonstrated that they cannot read nor to write they asked for the extension of the programme to them to be more than six month.

There were so many challenges, when we will be asked for non-payment of stipends by both VE's and supervisors. Although we were frank that we are not working for KRG but we saw the gap if we refused to forward their grievances we will be smash in a station train. It was an opportunity that some of the supervisors come forward they were the ones who were calling for appointment. But they had a big resistant from their VE's and some couple of time the VE's they selected could not pitch and ended up organising other VE's. In some instances the load shedding took its toll Like in Mdantsane. As the new verify in this area I had few recommendation to make as per my experience with education background and observation on the processes.

But with all the challenges KRG is a programme that needed to be expanded and to be properly marketed and managed in our regions so even the idea to be marketed to social structures, political and religious structures to own it as societal developmental and transformative tool.

This could enable the programme to be accommodated in a proper premises, that's the work that coordinators and supervisors should do. The following are the image of the first visit:

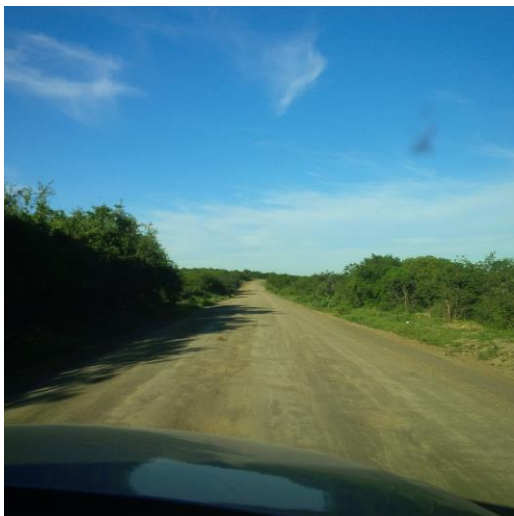
3. INTRODUCTION

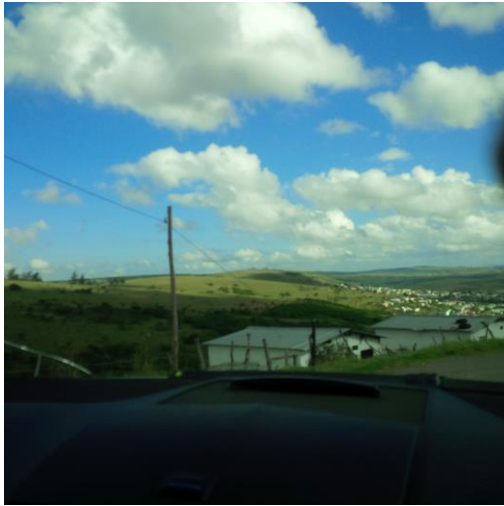
SAQA verification 2015 started mid-March 2015 and appointments were made some ended up not honoured by Supervisors and their VE's. It is with pleasure to mention that some were thrilled after the visit and asked if the visits could be more often so to build this gigantic ship for the people of South Africa. I saw growth but it has to be mentioned that we identified as one will see on the test that some are not the first time scholars their writing said it all. There must be a criterion that need to be followed in selection process for the learners. Some VE's are just taking learners so that they can have the numbers to submit. To 42 sites to be visited 36 were visited but the turn up of the learners was poor although it was one of the major guidelines to have 18 leaners.

This to me shows that the distance between the VE's and their supervisors played a big role, there's no proper management from both Coordinators and Supervisors. With the interviews that I made with some of the VE's they said, some coordinators never visited their sites that includes some of the supervisors. It was evident when I will be travelling with some of the supervisor they will call the VE's for directions and that made me wonder how often the quality assurance of the programme in these sites is reviewed. The lack of organising the enthusiastic learners or patience's towards leaners who cannot write is evident in some places. Organising of wrong candidates as learners for the sake of getting the stipend could be another challenge and lack of training for VE's for exit outcomes could be another challenge.

4. MANAGEMENT ISSUE

The number of VE's that I had a meeting with them and they never received their payment and some they received less than expected. They complained of not having a proper person to talk to for their problems. The infrastructure is not conducive for learner, there no chairs and desk, that made me to wonder if the attendance is proper during the academic calendar. It need to be noted that there are number of VE's that are never submitted their Lap's and that is worried it is a fraud, and there are number who said they never submitted them because of non-payment that both needed to be addressed by KRG. See the following pictures:





5. CONCLUSION

This was a great experience to see in hand what the progress and development by our Government is doing to our people and how the learners we met appreciate this intervention. In such an extent I could conclude by saying this is a story to tell and if our ministers and officials were visiting these areas they will see how people are appreciating the little that is given to them.

6. STRATEGIC IMPLICATIONS

The investigation on these grievances supports the mobilisation principles that will assist KRG to move forward. Management capacity is needed to strengthen the goals of KRG.

7. INTERACTION WITH OTHER STAKEHOLDERS

Coordinators, VE's and Supervisors should be advised of the outcomes of their of assessment verification as their failure to organised their people.

8.1. VE's relations.

VE's who have made in KRG programmes should be trained and to be equipped on how to handle learners.

8.2. Communications implications.

There must be a better strategy of communication, even KRG coordinator and supervisors list had to be populated in a manner that each supervisor must be underneath their coordinator that will make it easy for the verifier to balance the visits of each coordinator.

8.3. Financial implications.

Missed calls like postponing the appointment on the day of visit. Calling Supervisors and had all the information and after you cannot get her on the phone.

9. Recommendations

- 9.1. VE's need training.
- 9.2. Proper management system is needed there's a vacuum on coordination to supervision.
- 9.3. Verification of VE's if they are suitable to teach learners.
- 9.4. I request the intervention for the quality assurance of KRG programme in the Eastern Cape.
- 9.5. All learners who are entering KRG programme must be verified if they are the first time scholars.
- 9.6. I recommended that all those VE's even those who were not having a meeting with me shall submit the learner's assessment portfolios, and it is a crime to keep them for the purpose of non-payments.

9. SIGNATORY



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