

To: Mr Edward French
CC: Vicky Robertson
Prepared by: Mr P Mbanya (Eastern Cape)
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KRG: Eastern Cape summary report on SAQA verification sites visit: 2016
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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 2016 as a contractual agreement. KRG is an 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 to 5 coordinators that I interacted with 3 (Ms Jack, Mr Adonisi and Ms Dlazi), I started to contact them in February preparing for the verification in their areas. It has to be further mentioned that everything was explained to them, and they were told that when the audit time comes they will be called for the arrangement. The Coordinator of Duncan Village in East London Ms Maxibashe was only contacted a week before her visit and only the resistant from one of the supervisors Ms John who was trying to influence many supervisors not to take part. Moreover, she happened not availed herself her phone was not answered during the visit, and I was given an SMS that comes to her to say she will expose KRG to media for not paying people and other stuff.

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 declared that the Kilometres per day must not exceed 150 only in some cases that it can. It has to be mentioned that in the Eastern Cape couple of sites never received the material; there's a confusion that was caused by the cutting down of the supervisors, and some of the VE's who had Laps were taken out of the system while there are those who never received any. The lack of Coordination and supervision of the programme is my great concern upon my visit it seems learners and VE's are more dominant in taking the decision than Coordinators and Supervisors, the squabble between the coordinators and Vs Supervisors and VE's could damage the impact of KRG if that is not addressed. Lack of leadership role to all leadership level had to be severely given an eye.

There's a lack of understanding from the Supervisors and VE's of their Job description and what it entails. It has to be addressed as it is from their Job description that the programme and processes are not finalised until the verification process is done, and that is on their contract. In 2015 it was mentioned in my report that KRG should address the problem of the Supervisors who had their VE's and site more than 30 kilometres away and how is the supervision of the place if one site is far from them. Some of the supervisors and coordinators they do not even know or to locate their sites. KRG should improve the reimbursement of the VE's and Supervisors and at the same time we have VE's at this point which has not yet submitted their Laps, but we have those who are not paid, but the work is already done including Verification to their sites. The above points make it impossible for the verification visits to run smooth unless training and proper monitoring and evaluation are done on each location.

In some cases, we sensed that there's a lack of readiness from all who are involved. It was disappointing when one addressed all the requirements and found that there are very fewer learners. Sometimes their reason is suspicious it is more uniformly. One of qualifying dubious reasons are:

1. Our learners, the reason we do not have them all is that they know the programme has ended.
2. We have a funeral in our area.
3. We have a 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 months. We had a Site under Supervisor Ms Ncapayi VE Amos Mzimela, whom himself is physically challenged and all the learners are disabled, and he specifically asked for an extension for his students since they cannot have the same level of thinking like non physically challenged people whose disability are in different by degrees.

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, we saw the gap if one refused to forward their grievances we will be smashed in a station train.

However, 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 proper premises; that is the work that coordinators and supervisors should do. Some of the issues are not new from 2015, and we need leadership that could address these problems.

3. INTRODUCTION

SAQA verification 2016 started mid-May 2016 and appointments were made some ended up not honoured by Supervisors and their VE's, the great challenge is the lack of leadership skills from the coordination, supervision and organising. 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 needs to be followed in the selection process for the learners. Some VE's are just taking students so that they can have the numbers to submit. To 42 sites to be visited 42 were visited but the turn up of the students was poor although it was one of the above guidelines to have 18 Learners.

This to me shows that the leadership and distance between the VE's and their supervisors that include coordinators played a significant 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 include some of the supervisors. It was evident when I will be travelling with some of the supervisors 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 learners who cannot write is evident in some places. Organising of wrong candidates as students 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. This includes non-payment from KRG and lack of receiving the learning material in time if none.

Queenstown Area (Coordinator Adonis 101)

There was a significant lack of Coordinating and Supervision when a coordinator was contacted in February 2016 to prepare for sites visits verification but there a gap in the number of learners and VE's who happened to have excuses in the number of times. In this Area, 14 sites were visited and in some cases in Linge Township, I had a supervisor in two visits Ms Farida Chikondi runaway I only did one visit a day to her area while she promised and asked me to come back. The coordinator never gave his leadership role as expected from him with his supervisors and VE's and learners are more like having an upper-hand to determine what should

happen. We had complaints of non-payment and the complaint of a site that never received the learning material. I visited the supervisor with her VE's and learners had a meeting with them of more than an hour to address the issues. They were teaching students basics and would like for those Learners to repeat or to have a special dispensation to be assessed so that they cannot be side-lined by the processes of acquiring certificate as learners and the VEs could be able to acknowledge their work done.

Under-Supervisors Zelia Feza the following VE's who never received the Learning material:

1. Nonceba Sinyata
2. Bubele Donovan Bakubaku
3. Andile Folokwe
4. Nondumiso Mabuto
5. Bulelani Feza
6. Noncedo Dumezweni
7. Nobuntu Mbanga
8. Noluthando Dumezweni
9. Busisiwe Dumezweni
10. Thobeka Gono

It has to be mentioned that Mr Bubele Donovan Bakubaku did not receive any stipend this term. Please accept the Annexure one as the basic data from the Visits excluding Ms Zelia Feza sites.

Cathcart (Coordinator Andiswa Mobo 103)

This is one of the examples of the sites and supervision problems needed to be reviewed, where a coordinator is staying far from her supervisors and Sites the Coordinator is at Middelburg Cape and how the coordination is done still raises concerns. On the first visit, the sites were not ready and they were given a second chance each, and only five sites was done. It has to be mentioned that as verifiers we are not supposed to be policing were we had to threatening the supervisors on their jobs that they are appointed and to teach them how to supervise. This for me showed the lack of provincial supervision coordination before the process of verification processes. The supervisor Andisiwe Pupa 10324 complained of November payment she had received and the amount of R1600 for December and January R232 instead of R2900. The following VE's had not received any stipend since the programme started:

1. Zanele Feliti 10324 01
2. Siphokazi Pupa 10324 05

Ms Simbongile Tubula #10317 said she did not receive full allowance in the following months October, November, December, January and February only R232 and for LAPS R854

Duncan Village Buffalo City (Coordinator Ms Maxhibashe 115)

It has to be commended that these sites were just arranged in less than a week and only one supervisor who were negative about this and tried to influence others. The supervisor (John) was called by the senior verifier and was told her sites must be ready, and she promised, and her reason for refusal was the contract had ended, and more learners are going for grant as it was the end of the month and she is running a business she will be collecting money. The supervisor had to be reminded of the claws of the contract at hand, and she succumbed, but the day of the visit she did not answer the phone and she sent SMS to others to say she will take KRG to the media. These are the negative aspect that KRG must not tolerate. The Coordinator managed to coordinate 15 sites and had some issued with the payment of stipends. Ms Maxhibashe submitted her report that is attached with some of the original reports from the other site; please note of that they have made some initiative for their learners to get photocopied Laps and some who did not receive got them from the supervisors who were taken out of the system. They suggested the verification to be done early to avoid the problems they are facing. They request the official letter from KRG so that they can be able to open Bank accounts, furthermore asking letter for them to be able to use community hall and schools during learning. Payments must be made in the time it must not take three months for a person to receive the stipend. The Stationary should be equal to the structure. They need the clarity on February 2016 Stipend. The coordinator requires an assistant to be trained on her job so that she can perform to her required ability by KRG.

The following are non-payment:

1. 1153706 only received 2 Month only Sept and October
2. 1153703 Not Received Jan-March
3. 1152606 Did not receive month of February 2016
4. 1151804 Not received since started.
5. 1151303 not received month of February 2016
6. 1152305

Butterworth, Tsomo and Idutywa (Coordinator Jack 102)

At this area, we had a major problem of coordination, where a coordinator could not coordinate her supervisor properly, and we had to wait hours to receive whom we should start with until they arrange themselves. The first initial visit was planned two weeks in advance, and the supervisors asked for Saturday visit, not Sunday. It was shocking the day they asked for visit not even a single one of those was ready only those who were not contacted gained a confidant to come forth. During the process, I never saw the coordinator but managed to do at least seven sites, and one was miss planned to travel 3hr to and from the place with no VE's around. The Supervisor Ms Xokiso 10225 had to go house to house to fetch learners. While when we were on our way she was communicating with the VE's.

Amathole- Mooiplas (Coordinator LuIngelwa Dlazi 107)

Ms Dlazi had many excuses of the phone that is not working; she was one of the coordinators who was contacted in February 2016 to select her team of 5 Supervisors and so that they should choose their pair of 5 VE's. Similar stance she played last year she was not cooperative. I asked for her to give me the names of the supervisors while she narrated the stories on non-payment and aggrieved supervisors who were cut-off to the system. She sent an SMS of VE's without supervisors and to my surprise, those VE's told me that they cannot be able to come I resorted to searching for their supervisor who gave me their names. We planned the visit by it was unfortunate that I had to drop some because Buffalo city gave me large numbers and I asked for only one out of 4 visits to them. The site that had physically challenge people in different Degrees. Ms Ntobekhaya Ncapayi 10714 complained of her VE's who are not paid for other months. She further proposed of further extension for people with disabilities on their teaching and learning since they require more attention than able people. It was clear that the coordinator of this region is not working as a team with the supervisors. Some of the supervisors called and said they were not informed and for them this could be an opportunity to see what they are doing great and where to improve.

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 about their problems. The infrastructure is not conducive for the learner, there no chairs and desk, which made me wonder if the attendance is proper during the academic calendar. The lack of coordination and supervision should be noted, and it would cost the programme.

5. CONCLUSION

This was my second time and a great experience to see in hand what the progress and development made by our Government, and what has been done 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 appreciate the little that has been given to them. In opposite the management of the programme needed to be monitored, the leadership in place in the province time to time required to be evaluated and controlled. VE's needed to be developed further this must not be a source of income, and the quality of teaching and learning must be visible at all costs.

6. STRATEGIC IMPLICATIONS

The investigation of 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 organise 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 is populated in a manner that each supervisor must be underneath their coordinator as it was proposed last year but the region and sights are not clear.

8.3. Financial implications.

Lack of leadership in coordination and supervision is the impediment on this project; KRG non-payment resulted in some VE's to abscond the verification process.

9. Recommendations

- 9.1. VE's need training as it was proposed to my report last year.
- 9.2. The Proper management system is required there's a vacuum on coordination to supervision this was in the Eastern Cape Report Last Year again there's no improvement this year.
- 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 this was proposed last year.
- 9.5. All students who are entering KRG programme must be verified if they are the first time scholars.
- 9.6. KRG to find a way to pay VE's so to boost their moral
- 9.7. 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.

- 9.8. Disability people should have extra six-month more than able people.
- 9.9. Helper of the Disable VE's should be reimbursed as they are playing a major role.
- 9.10. Supervisors and Coordinators should have limited Kilometres between them and VE's.
- 9.11. A Supervisor or Coordinator must and should not take the family members to be their VE's.
- 9.12. KRG should give letters to coordinators to ask for community halls, churches or school for an assistant for learning facilities.
- 9.13. Coordinators should be equipped with coordination skills.

9. SIGNATORY



P Mbanya
071 090 0494
pmbanya@wsu.ac.za

Annexure: 1**SAQA KRG BASIC DATA ON SITE VISITS****Province: Eastern Cape 2016**

#	VE Number at site	VE Name	N: ISVRs	Langs.
1.	1010202	Fembi Nizole	4	Xhosa
2.	1011001	Nandipa Kalane	4	Xhosa
3.	1011003	Unathi Hlanganyana	4	Xhosa
4.	1010208	Busiswa Pondoni	3	Xhosa
5.	1012268	Akhona Pezisa	4	Xhosa
6.	1011710	Mabhuti Mahuzi	3	Xhosa
7.	1172013	Zinto Khonzeka	2	Xhosa
8.	1172004	Madliwa Thabisa	5	Xhosa
9.	1172012	Siyambonga Zazini	4	Xhosa
10.	1171903	Zikhona Mabel Kwayinto	2	Xhosa
11.	1171904	Lindani Nomvuyo	6	Xhosa
12.	1012207	Noluthando Mapoma	5	Xhosa
13.	1171907	Sizani Onwaba	3	Xhosa
14.	1171704	Kali Zine	4	Xhosa
15.	1151302	Ntombekhaya Citane-Mtshemla	4	Xhosa
16.	1154107	Rose Sema Mnyabiso	3	Xhosa
17.	1153807	Nozodwa	3	Xhosa
18.	1154101	Basanda Botile	3	Xhosa
19.	1152201	Amanda Abraham	1	Xhosa
20.	1154103	Noxolo Mateta	5	Xhosa
21.	1154108	Malerato Makapela	4	Xhosa
22.	1152207	Mxokozeli Mandisa	4	Xhosa
23.	1153408	Thandiwe Roqo	3	Xhosa
24.	1152509	Nolonwabo Xujwa	5	Xhosa
25.	1151001	Ntombothando Badi	5	Xhosa
26.	1154008	Nkontso Vuyani	4	Xhosa
27.	1154001	Bokoloshe Anelisa	3	Xhosa
28.	1151009	Feziswa Ndinga	5	Xhosa
29.	1022605	Zwelixolile	1	Xhosa

30.	1022504	Phindiswa Joyi	1	Xhosa
31.	1022503	Nomalungisa Joyi	4	Xhosa
32.	1021205	Mjaqeka Lusanda	10	Xhosa
33.	1021201	Nosicelo Cunywa	7	Xhosa
34.	1022309	Phindiswa	10	Xhosa
35.	1022003	Mdayidayi Nolivo	10	Xhosa
36.	1022610	Nolonwabo Zondi	5	Xhosa
37.	1031705	Libala Khanyisa	12	Xhosa
38.	1031703	Ntombizodwa Nodoli	16	Xhosa
39.	1032402	Asemhle Flepu	15	Xhosa
40.	1032404	Phinda Pupa	11	Xhosa
41.	1032409	Pakama Tembani	10	Xhosa
42.	1071406	Amos Mzimela	6	Xhosa

