



# **IMPACT ASSESSMENT FINAL REPORT**

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## ACRONYMS

DHET	The Department of Higher Education and Training
IA	Impact Assessment
FASSET	Finance and Accounting Services Sector Authority
NEET	Not in Education, Employment, or Training
POPIA	Protection of Personal Information Act
ROI	Return on investment
SETA	Sector Education and Training authority
TVET	Technical and vocational education and training
WBE	Work-based Experiential (learning)

## GLOSSARY OF TERMS

Beneficiary	A person who was funded by FASSET and was part of the WBE learning program
Desktop analysis	A method that explores data from existing documents and previous research
Host employer	The organisation where the beneficiary was contractually employed or 'hosted' to undertake work-based experiential learning to complete a qualification
Large enterprise	Employ 251 or more employees with a turnover of more than R85 million
Medium enterprise	Employ 51 to 250 employees with a turnover of less than or equal to R85 million
Micro Enterprise	Employ less than 10 employees with a turnover over of less than or equal to R7,5 million
Sample size	The predetermined total number of participants was drawn from the population size to conduct the survey questionnaire.
Small Enterprise	Employ 11 to 50 employees with a turnover over of less than or equal to R35 million
Target group	The group of individuals that the intervention intends to conduct research in and draw conclusions from
Training provider	An accredited training organisation in partnership with FASSET to provide sector-related training

**N.B:** The classification of enterprises is based on the Revised Schedule 1 of the National Definition of Small Enterprise in South Africa dated 15<sup>th</sup> March 2019

## **EXECUTIVE SUMMARY**

The executive summary details the findings of the Impact Assessment (IA) conducted with the FASSET Work-based Experiential (WBE) learning programme beneficiaries from 2014 to 2019.

### **Target group**

The target group for the study is the beneficiaries of the TVET WBE programme who benefitted from the initiative by FASSET between 2014 and 2019.

### **Total sample: 1116**

The table below provides a breakdown of the number of beneficiaries per year.

<b>Year</b>	<b>Number of beneficiaries</b>
2014	161
2015	105
2016	184
2017	305
2018	9
2019	352
<b>Total</b>	<b>1 116</b>

## **Approach and methodology**

This section details the approach and methodology followed in the completion of the Impact Assessment.

- Questionnaire design
- Desktop analysis
- The selection of a sample size
- Completion of the Impact Assessment
- Data collection and analysis

The assessment process commenced with a call to beneficiaries. The call aimed to introduce the study, gain the beneficiaries' permission to partake and confirm their contact details.

An online questionnaire which was finalised based on the terms of reference and inputs from the FASSET Research Department was then emailed to the beneficiaries. The responses were tracked and analysed.

Follow-up interviews were conducted with 10 of the respondents. Responses are included in the overall report.

### **Response rate: 44,3 %**

Questionnaires were distributed to 696 (**62%**) of the 1 116 beneficiaries and 309 (**44,3%**) responses were received.

### **Limitations**

The following limitations were encountered in the process of conducting the Impact Assessment:

- A database of bursary beneficiaries which was submitted by FASSET did not have the contact details of 388 beneficiaries.
- Beneficiaries' details were sourced through the help of host employers and professional social media platforms, i.e. LinkedIn.

- Some of the contact details provided by FASSET were inaccurate or no longer in use.
- Considerable effort was allocated to the data cleansing process at the beginning of the project. There were numerous duplicates and inconsistencies in the capturing of the information provided by FASSET
- Several host employers were reluctant to share beneficiaries' details because of the POPI Act. A few opted to introduce the study to the beneficiaries and distribute the questionnaires. This made the tracking of the response challenging and may have influenced the beneficiaries' responses as the responses were submitted directly to host employers.
- Some beneficiaries are part of the FASSET database but are not found on their host employers' records. It could not be clarified if they were ever part of the program or not.

#### **A summary of findings:**

- The majority of the respondents indicated that they are happy with how the programme was managed as well as the value they derived.
- Recommendations by respondents include:
  - On-going monitoring and evaluation
  - Induction of host employers and beneficiaries by FASSET
  - Increased alignment and collaboration among stakeholders
  - FASSET to consider increasing stipends
  - Job search assistance and placement beyond completion of the programme
  - Broaden the scope to include more beneficiaries from rural areas and private colleges
- **65%** of the respondents are employed, **26%** are unemployed, **6%** are studying further, **2%** are in the NEET category whilst **1%** did not disclose their employment status
- **51%** of respondents are in permanent employment, **16%** are employed on a contract basis, **11%** are in experiential learning, whilst **22%** did not disclose their employment status
- **47%** of the respondents are employed in Large Enterprises, **10%** in Medium, **19%** in Small, and **2%** in Micro Enterprises. **22%** of the respondents did not disclose the size of the organization they are employed in.

- The majority of the respondents work in Gauteng (**81%**), followed by the North West province (**7%**), and Mpumalanga (**3%**). Eastern Cape, Kwa-Zulu Natal, and Limpopo all employed **2%** of the respondents. Western Cape and Free State have **1%** of the respondents each, whilst **1%** did not disclose the province within which they are employed.
- None of the respondents indicated that they are employed in the Northern Cape.
- **62%** of the respondents earn R10 000 and below, **37%** earn between R15 000 – R25 000, whilst **1%** of the respondents earn between R30 000 – R40 000
- The majority of the respondents attended induction (**88%**), whilst **11%** did not and 1% did not disclose

### **Recommendations**

- **Induction Training:** Although the majority of the respondents confirmed that they attended induction training, some did not. There are benefits in ensuring that all of the beneficiaries are inducted at the beginning of the program and that the Induction training is extended to host employers. Benefits may include:
  - increased awareness of FASSET and its service offerings among beneficiaries
  - a reduction in the number of queries raised by beneficiaries and programme administrators
- **Ongoing monitoring and evaluation:** FASSET to ensure that beneficiaries receive relevant on-the-job training, stipulated processes are followed and that programme objectives are ultimately met.
- **Work readiness training** should be implemented consistently. Some of the respondents indicated that they attended work readiness training whereas some did not. It may also be beneficial that FASSET recommends or prescribes a list of training aimed at providing work readiness and job search skills.
- **Record Management:** Based on the amount of data cleansing which was required before the study commenced, there is a need to improve the process of capturing and keeping a record of beneficiaries' details.



## **1. BACKGROUND AND INTRODUCTION**

The objective of this report is to detail the findings of the Impact Assessment (IA) study conducted with the beneficiaries of the FASSET Work-based Experiential learning between 2014 and 2019.

Over the years, there has been a renewed interest in keeping track of beneficiaries among Sector Education and Training Authorities (SETAs) as well as the Department of Higher Education and Training (DHET). This interest was created by the SETAs' need for feedback on the progress and destination of SETA-funded initiatives' beneficiaries. SETAs anticipate that this feedback will assist them in the establishment and measurement of the Return on Investment (ROI).

This interest is shared by the Finance and Accounting Services Sector Education and Training Authority (FASSET) and thus the request to have an Assessment on the impact of the WBE programs which are funded through the Discretionary Grant budget conducted. Through the IA, FASSET seeks not only to keep track of the destination of its beneficiaries but to also determine the value-add that the programme has and continues to make among its beneficiaries.

Keeping track of the beneficiaries is an important endeavour for FASSET as this will assist the organisation in ensuring that the processes followed and the support given to beneficiaries has the intended impact and does assist in the establishment of their careers and successful journey towards gainful employment or self-employment.

In addition, FASSET intends to use lessons learned from this study for business improvement opportunities as it grows and adapts to the needs of clients and stakeholders, especially the levy-paying entities. The study can also assist in the development of an academic support intervention for beneficiaries whilst they are still at tertiary. This will be designed to ensure that beneficiaries get the necessary support to complete their studies.

The benefits of conducting an Impact Assessment can be summarised as follows:

- Contribute to FASSET's forward-looking strategic planning and quest to facilitate the achievement of world-class finance and accounting services skills
- Contribute to FASSET's mission of increasing the flow of new finance and accounting services entrants to employment
- Interventions get continuously improved through lessons learned and are better packaged and customized for beneficiaries and stakeholders
- Optimal skills planning and resource leveraging
- Credible benchmarking for good practice
- Good governance and accountability

## **2. FASSET WBE PROGRAM OVERVIEW**

The Department of Higher Education and Training has identified the need to capacitate public TVET colleges to become the preferred providers of occupational skills. This need was identified to address the high unemployment rate amongst the age group of 16 - 34. It is believed that WBE are impactful if they are:

- Related to and support beneficiaries' field of study
- Obtained in an environment with processes and structures in place to coach and mentor such persons
- Obtained in the environment of a reputable employer
- Of an adequate length to allow sufficient time to gain exposure and experience in several generic and specific skills

It is within this context that FASSET is implementing WBE programs for graduates.

## **3. SCOPE FOR THE CURRENT IMPACT ASSESSMENT**

The current Impact Assessment study includes 1 116 beneficiaries who were part of the WBE initiative over a period of six years between 2014 and 2019. These beneficiaries were funded through various TVETs spread across the country.

## 4. APPROACH AND METHODOLOGY

This section outlines the approach and methodology followed in the completion of the study

- Questionnaire design
- Desktop analysis
- The selection of a sample size
- Completion of the Impact Assessment
- Data collection and analysis

The assessment process commenced with a call to beneficiaries. The call aimed to introduce the study, gain the beneficiaries' permission to partake and confirm their contact details. An online questionnaire which was finalised based on the terms of reference and inputs from the FASSET Research unit was emailed to the beneficiaries and the responses were tracked and analysed.

### 4.1 Target Group

The target group for this study is beneficiaries who benefitted from the work-based experiential learning programme between 2014 and 2019.

### 4.2 Sample Size

The current study tracks the impact of the work-based experiential learning programme on **1 116** of its beneficiaries. The table below provides a breakdown of the numbers per funding year.

**Table 1:** Number of beneficiaries

<b>Year</b>	<b>Number of beneficiaries</b>
<b>2014</b>	161
<b>2015</b>	105
<b>2016</b>	184
<b>2017</b>	305
<b>2018</b>	9
<b>2019</b>	352
<b>Total</b>	<b>1 116</b>

#### **4.1 Desktop Analysis**

A desktop analysis was conducted at the beginning of this study. The objective was to gain an understanding of the issues affecting the beneficiaries of the FASSET WBE initiatives. This exercise also sought to understand the nature, size, locality, and progress of the beneficiaries.

To this end, the WBE programme and other relevant documents were reviewed.

#### **4.2 Research questions**

The research questions about the Impact Assessment are based on the destination of beneficiaries which is typically measured through the following;

- (un)employment status
- household earnings,
- economic output,
- value added, and
- further studying.

Research questions were finalised with inputs from the FASSET Research Department.

#### **4.3 Data Collection Methods**

Both the quantitative and qualitative methods of research were employed in the completion of the Impact Assessment. An online questionnaire was distributed to beneficiaries through emails. In instances, where beneficiaries indicated that they are not able to complete the questionnaire online, telephonic interviews were conducted. In addition, follow-up telephonic interviews were conducted with ten (10) respondents who had initially completed and submitted questionnaires online.

The report tracks insights from both the quantitative and qualitative processes.

## 5. SURVEY RESPONSE RATE

- Questionnaires were distributed to 696 (**62%**) of the 1 116 beneficiaries. 309 (**44,4%**) responses were received.
- The **44,4%** represent **30 %** of the total number of beneficiaries (i.e. 1 116) who are from part of this study.

**Table 3:** Response rate

<b>Response Rate 44%</b>	<i>Number of Beneficiaries</i>	<b>1 116</b>
	Distributed Questionnaires	<b>696</b>
	Number of Responses	<b>309</b>
	Outstanding Responses	<b>387</b>

## 6. LIMITATIONS

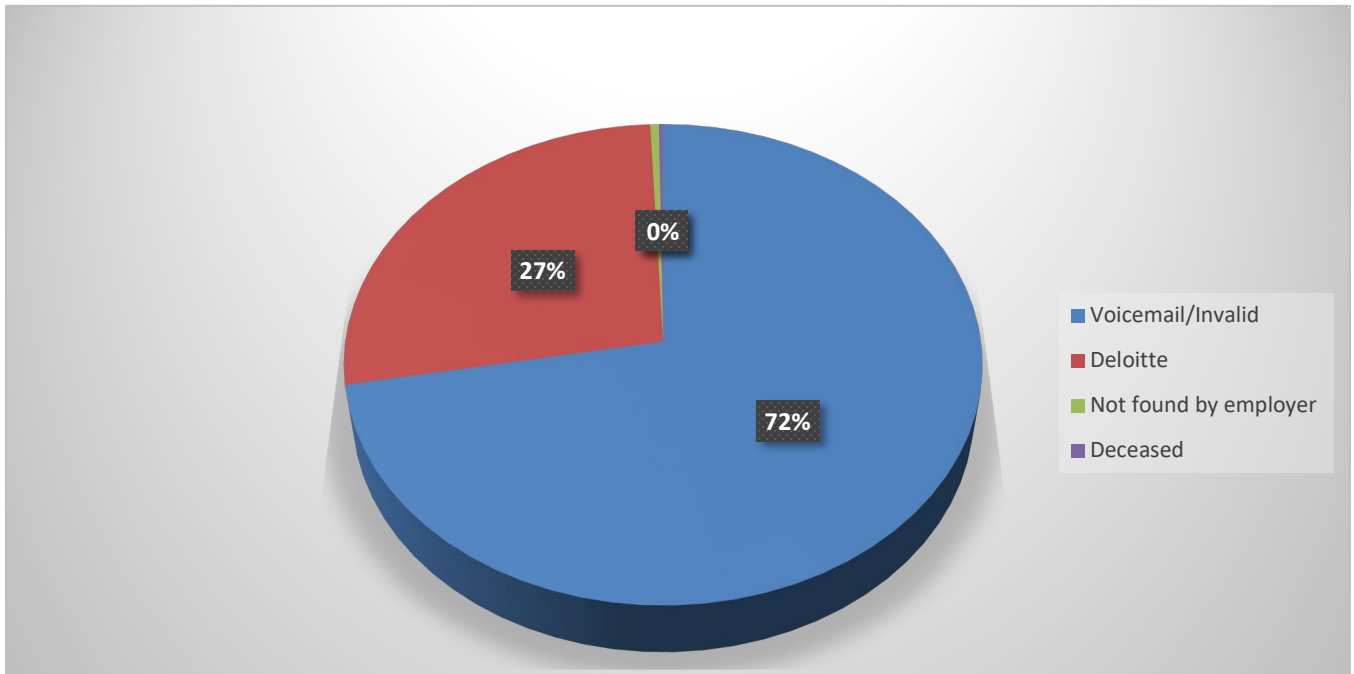
The following limitations were encountered in the process of conducting the Impact Assessment study:

- A database of bursary beneficiaries which was submitted by FASSET did not have the contact details of 388 beneficiaries.
- Beneficiaries' details were sourced through the help of host employers and professional social media platforms, i.e. LinkedIn.
- Some of the contact details provided by FASSET were inaccurate or no longer in use.
- The database itself had duplications and inaccuracies which needed to be addressed before the study could begin.
- A few of the host employers were reluctant to share beneficiaries' details because of the POPI Act. Some opted to introduce the study to the beneficiaries and distribute the questionnaires. This made the tracking of the responses challenging and may have influenced the beneficiaries' responses as these were submitted directly to host employers.
- Some beneficiaries are part of the FASSET database but are not found on their host employers' records. It could not be clarified if they were ever part of the program or not.

To expedite the process, a letter of authorization, signed by FASSET's CEO, and the 's POPI Act were shared with host employers and beneficiaries.

The figure below provides a breakdown of the **37,6 %** (420) beneficiaries who could not be contacted

**Figure 1:** Impact Assessment - No Contact



- As per **Figure 1** above, many of the beneficiaries (i.e. 72%) could not be contacted as their telephones were on voicemail. Beneficiaries could not be reached through provided emails either. Numerous follow-up phone calls were attempted before it was concluded that beneficiaries are not contactable.
- **27%** of the beneficiaries in this category were hosted by Deloitte. The beneficiaries could not be traced on social media platforms and Deloitte could not share contact details despite multiple requests.
- A few of the employees could not be traced on social media and were also not found on the host employers' lists.
- It was established that one beneficiary is deceased.

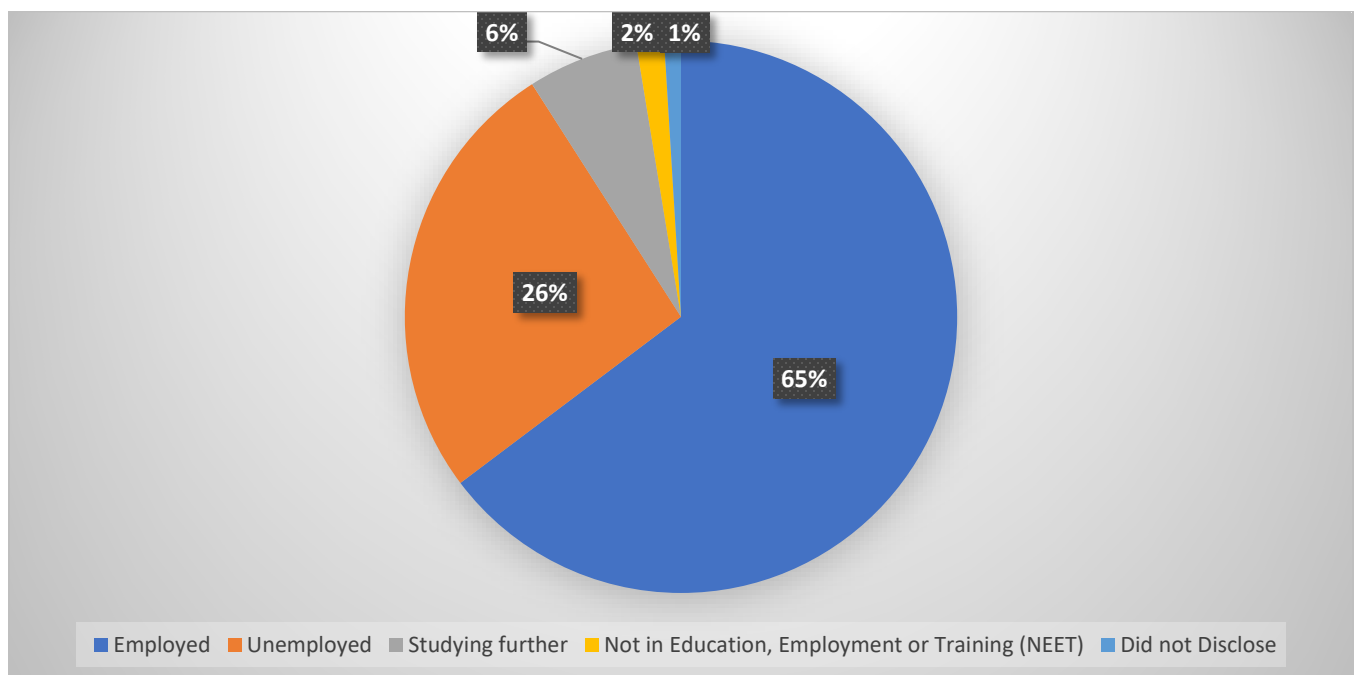


## 7. FINDINGS

### 7.1 Employment status

- The majority of the respondents are employed (**65%**).
- **26%** of the respondents are unemployed and few are studying further (**6%**).
- **2%** of the respondents are in the NEET category whilst **1%** of the respondents did not disclose their employment status.

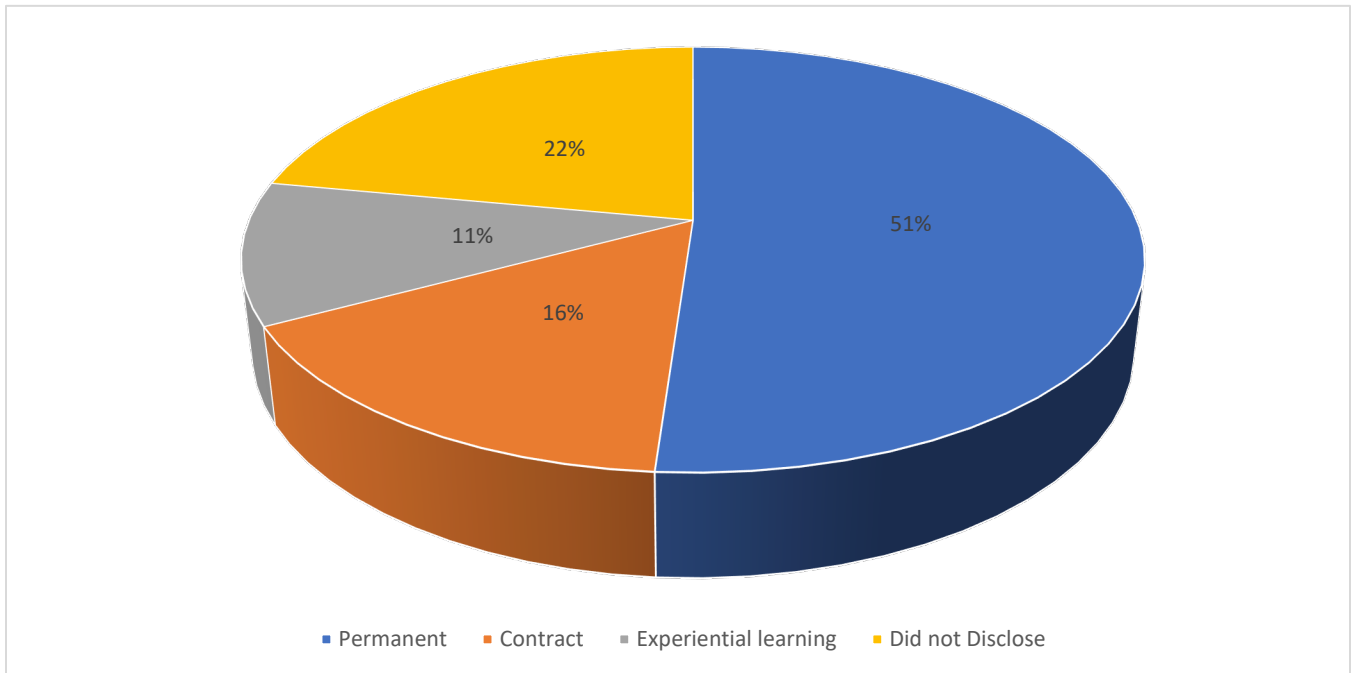
**Figure 2:** Employment status



### 7.2 Employment per contract type

- **51%** of the beneficiaries who responded to this question indicated that they are in permanent employment
- **16%** of respondents are employed on a contract basis
- **11%** of the respondents are in experiential learning
- **22%** of the respondents did not disclose the type of contract they are in

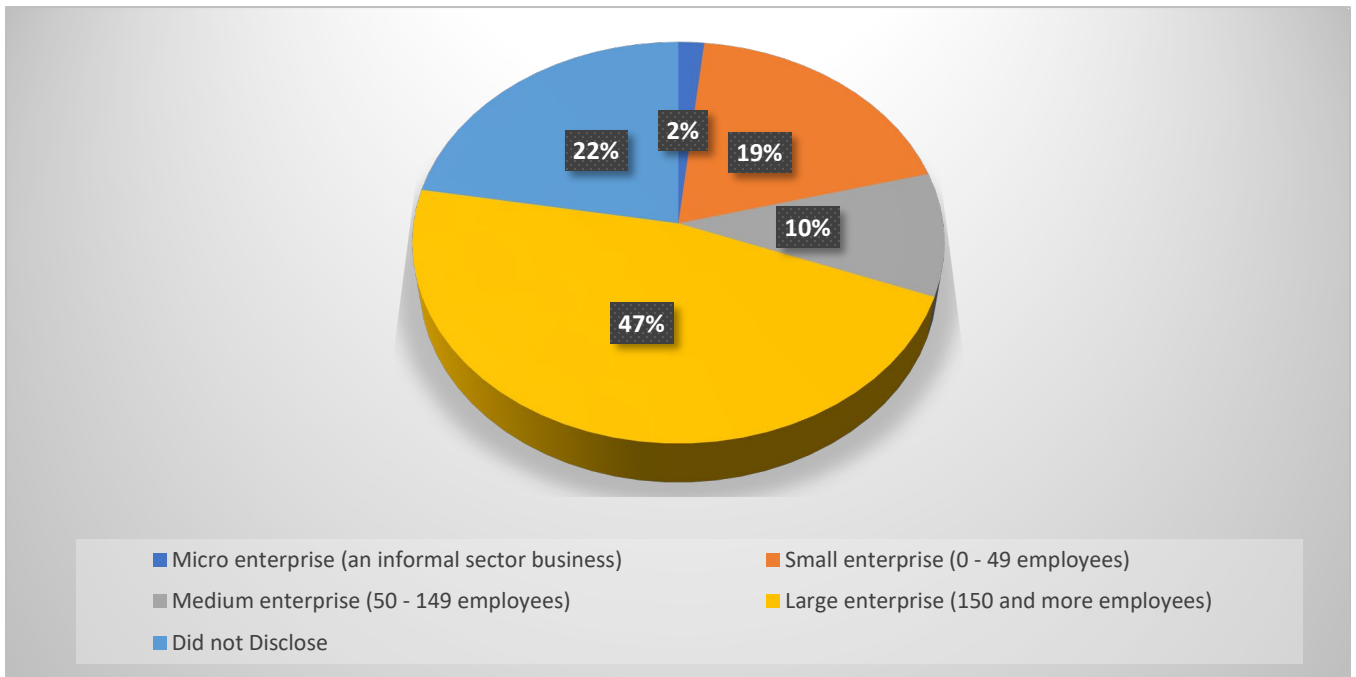
**Figure 3: Employment per contract type**



### 7.3 Employment – Size of the company

- **47%** of the respondents are employed in Large Enterprises, **10%** are employed in Medium Enterprises, **19 %** of the respondents are employed in Small Enterprises and **2%** are in a Micro Enterprise
- **22%** of the respondents did not disclose the size of the organization they are employed in.

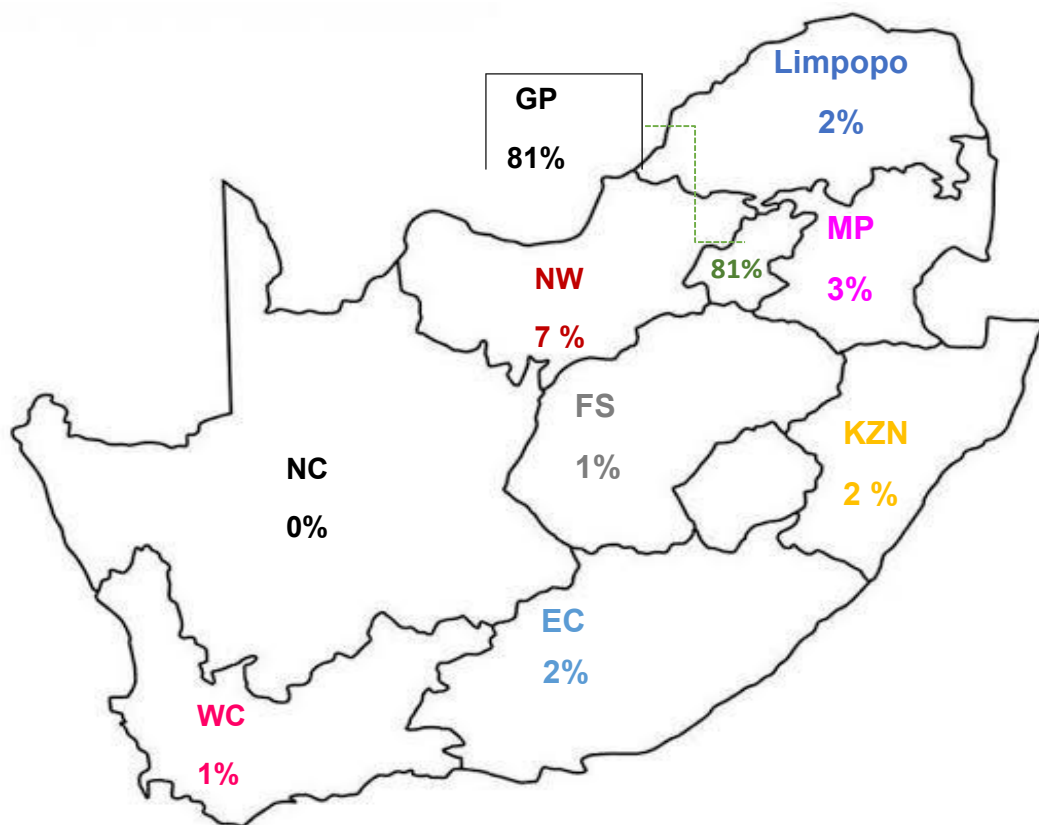
**Figure 4:** Employment size of the company



#### 7.4 Employment per province

- The majority of the respondents work in Gauteng (**81%**), followed by the NorthWest province (**7%**), Mpumalanga (**3%**)
- Eastern Cape, Kwa-Zulu Natal, and Limpopo all have employed **2%** of the respondents
- Both the Western Cape and Free State employ **1%** of the respondents each
- None of the respondents are employed in the Northern Cape
- **1%** of the respondents did not disclose the province in which they are employed.

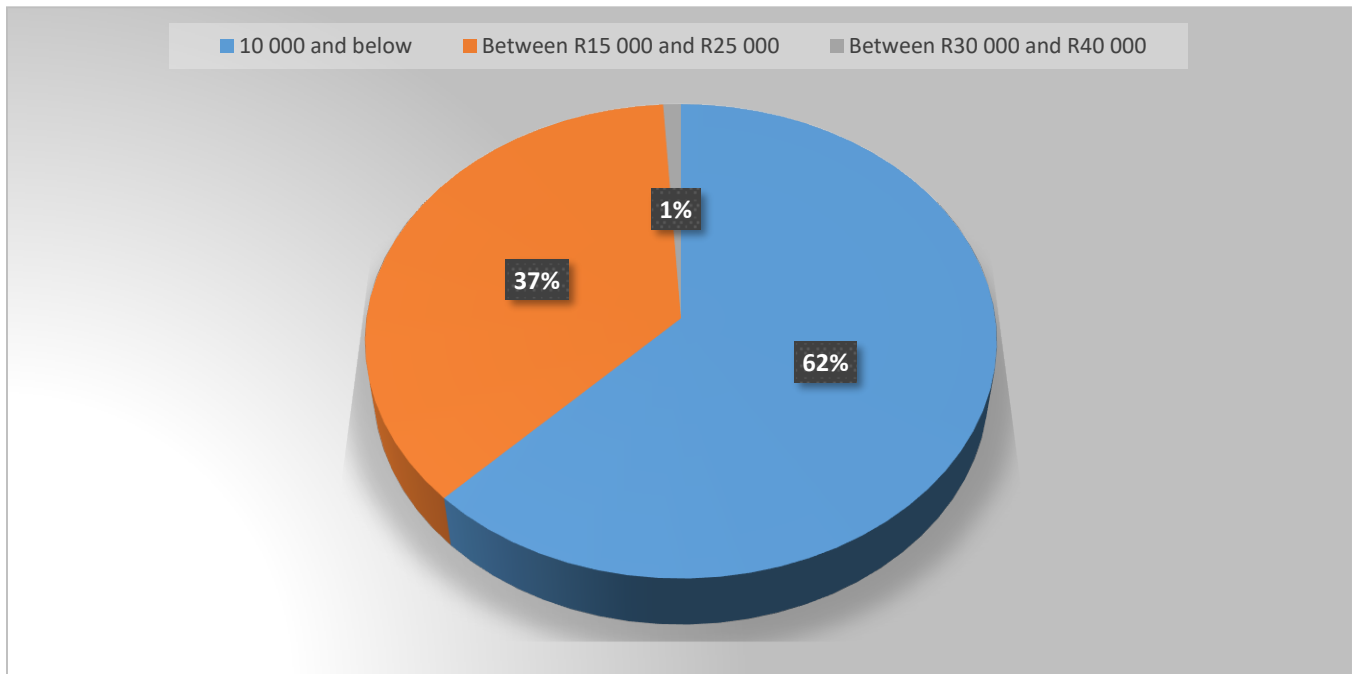
**Figure 5: Employment per province**



## 7.5 Salary threshold

- **62%** of the respondents earn R10 000 and below
- **37%** earn between R15 000 – R25 000 whilst **1%** of the respondents earn between R30 000 – R40 000

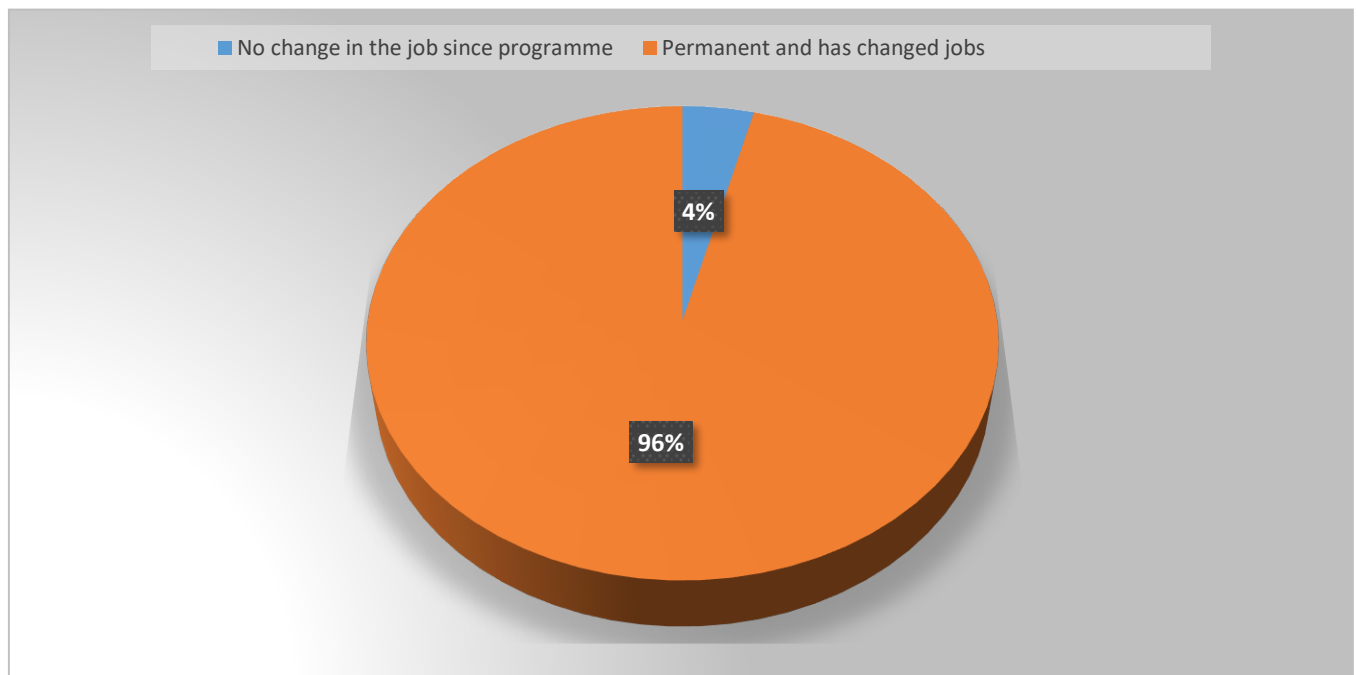
**Figure 6:** Salary Threshold



## 7.6 Change in Jobs

- The section below looks at seeks to determine if respondents have changed jobs since the completion of the WBE learning programme.
- **96%** of the respondents advised that they are in permanent employment and have changed jobs.
- **4%** of the respondents advised that they have not changed jobs.

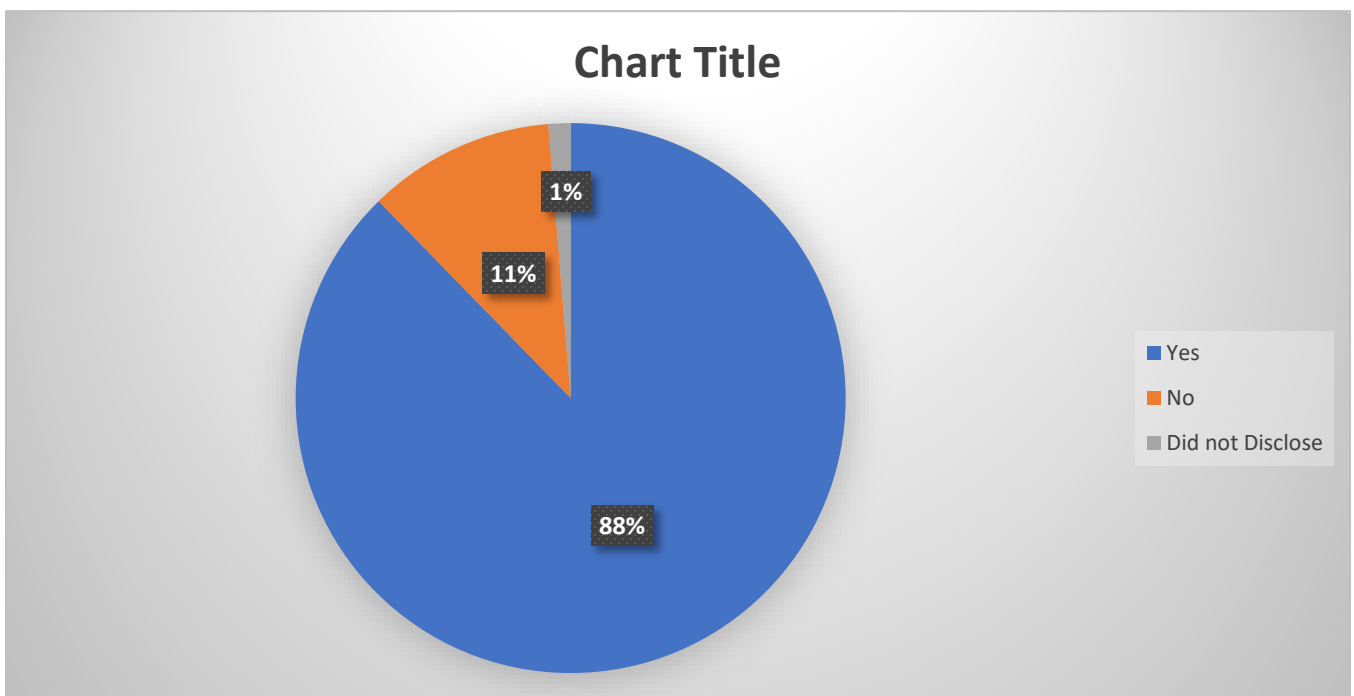
**Figure 7:** Change in jobs since programme



## 7.7 How was the WBE implemented?

- This section looks at whether beneficiaries attended the WBE program induction training
- **88%** of the respondents confirmed that they attended an Induction program
- **11%** of the respondents advised that they did not attend the Induction program at the beginning of the program
- **1%** of the respondents did not disclose if they attended Induction or not.

**Figure 8:** How was the WBE program implemented



## 8. RECOMMENDATIONS

- **Induction Training:** Although the majority of the respondents confirmed that they attended induction training, there are a few who did not. There are benefits in ensuring that all of the beneficiaries are inducted at the beginning of the program and that the Induction is extended to host employers. Benefits may include:
  - increased awareness of FASSET and its service offerings among beneficiaries
  - a reduction in the number of queries raised by beneficiaries and program administrators
- **Ongoing monitoring and evaluation:** FASSET to ensure that beneficiaries receive relevant on-the-job training, stipulated processes are followed and programme objectives are ultimately met.
- **Work readiness training** should be implemented consistently. Some of the respondents indicated that they attended work readiness training whereas some did not. It may also be beneficial that FASSET recommends or prescribes a list of training to provide work readiness and job search skills.
- **Record Management:** Based on the amount of data cleansing which was required before the study commenced, there is a need to improve the process of capturing and keeping a record of beneficiaries' details.

## 9. CONCLUSION

The Impact Assessment indicates that FASSET is making inroads in terms of its aim to address the high unemployment rate amongst the age group of 16-34 through its WBE initiatives. This is in consideration of the fact that 67% of the respondents have stated that they are employed and 49% are in permanent employment.



## ANNEXURE A: COMMENTS AND RECOMMENDATIONS BY RESPONDENTS

- The comments below were extracted from the recommendations sections of the questionnaire and are recorded as they were presented.
- Common themes were identified and the comments re-arranged according to these themes

<b>Monitoring and Evaluation</b>
○ They should do follow up on students who are not getting the right training and exposure of the program. For instance, I studied finance and got a program for finance but I was doing Admin duties where I was placed. I tried to tell them several time that I was not getting the right training, but they could not help. I believe that is the reason why it is difficult to get placement as I do not have experience in Finance.
○ They should check up their interns maybe once or twice to ensure that they are getting adequate support and doing exactly what they should to secure their Diplomas.
○ After placing learners please make sure you check up on them every 6 months send someone to hear them out, how are they coping, how's the environment, etc. and also go to those facilities to check up the environment
○ I plea with FASSET that when learners are placed in the workplace they must learn what is relevant to their qualification so that the can be employable in the future because most learners when coming out the program they have learn nothing related to their qualifications.
○ The employer Nelson terminated my contract because we had misunderstanding about our stipend. I didn't participate for the internship because he terminated I only attended for 1 month. I tried to contact Human Resources department for assistance but couldn't find help as we speak I want to know you don't get warning before of termination of your contract? For me now I want know why my name still appears on the programme, which means Nelson was still receiving my stipend and I will take legal actions.
○ I learned nothing there. I had no one to teach me as I was a leaner with no experience hence I was there to learn skills and knowledge and I was not given that chance. The environment was very toxic not my colleagues but Lungile the owner of the company. The only thing she taught me is to make tea, wash dishes or sending me to buy her personal staff, I resigned and stay at home and look for something which made me who I am today. I gained a very good and great experience for Human Resources management and Payroll consultant experience which am proud to have them, cause if I continued with Morden firm I was not going to be more skilled and knowledgeable as I am today
○ Monitor the progress of participants of the programme
○ Please let FASSET do regular visit to the hosts to assess the working conditions of interns
○ Should not send students for their work experience to CFAO Motors if really want for them to really get some work experience
○ I feel like I was not given enough attention during my time whenever I was sending an email. I would like Intelleto to usually check their email
○ They should make sure they work with companies that provide relevant training to interns accordingly

- I had the impression I'd be working at the Deloitte offices but most of the time I was sent out to work at Spar shops and Spar Headquarters I took advantage of the situation but actually working at the company but I was under the impression that I would be based on where I was going to advance my career

#### **Overall support**

- Service providers should consistently implement a monitoring process in all well-being of each student case in point, mental, physiological, financial exercises together with debriefing session
- To instil managerial skills to create entrepreneurship opportunities by ensuring that student convert adversity to innovative strategies for the next generation.
- Look into the options of providing accommodation or transport allowance or bus (scholar transport kind) separate from the stipend. Because with the stipend that we get we use it to look and fit (buying corporate cloths) in the environment that we being place at, buying groceries and commuting to and from work. Sometimes you find that our host companies are in the outside of town or locations and you only need dedicated transport to go there.

#### **The programme went well**

- FASSET is a good Internship because they also do a follow up if you're doing the internship which is related to your course.
- The program was great even though it ended I wish I could work there forever, they taught me a lot about accounting that I can use on my daily tasks without any help from any department
- It was very well and anticipated and it really helped me a lot as an individual, I gained the experience which we received really did help me a lot. Am ready to face working world and building.
- Great initiative, hope was resorted when I received the call from FASSET informing me about the programme and opportunities that it comes with. I'm currently employed with the company that I was placed with since 2014 and thriving in my roles. I would really recommend that FASSET continues with the programme, it opens doors for the TVET students.
- It was a good programme, good experience I learned a lot, FASSET really helped with funding. Now I have the experience
- It has been the best programme that I have attended because the host employer was the best communicator If ever there were changes on schedules, he will communicate. He would check on us on how is the environment, treatment plus am I getting any experience All the payment schedule was shown to us, we were paid according
- I would definitely recommend it because it helped me a lot and even though I am currently unemployed, I have the workplace experience and above all I managed to obtain my diploma through it.
- The programme taught me so much. In the year 2017 we even got a clean audit and that excites me because I was running up and down with the team to achieve that. I 'm grateful i got to be part of the team at the department though my wish was to be part of them forever but with hope, something will come up.
- Any finance related interview I'd crack that's for sure. Warm welcoming team and very friendly staff I'd say.

<ul style="list-style-type: none"> <li>○ Well, on my side It was good and I did not have any problems. All went well up until the end of my internship</li> </ul>
<ul style="list-style-type: none"> <li>○ The program was very educational, very informative, training was provided by the department making sure that they produce good results. Online trainings were also provided.</li> </ul>
<ul style="list-style-type: none"> <li>○ The programme helped me so much because I was placed in a unit there were, I was a personal assistant to the Chief Director and I performed my duties very well. I managed to get my national diploma after completing my 18</li> </ul>
<ul style="list-style-type: none"> <li>○ I highly recommend the programme for other students how are looking for internships/learnership to enhance, up skill, gain experience, knowledge and far most_ importantly to complete their diploma. It's simple, fast and easier to get internship with FASSET (WBE) programme. You also receive stipend till you done with the programme and it is a reasonable amount. If you want an internship go to GW connect and you'll be sorted.</li> </ul>
<ul style="list-style-type: none"> <li>○ We do really benefit from this programme but i just wish it can also help us finding permanent jobs after completing an internship it may not be on the same company were doing internships but else.(employment after internship)</li> </ul>
<ul style="list-style-type: none"> <li>○ The program really helped me a lot and is also helping a lot of students who are in need of work experience exposure. Am really thankful to be given such opportunity.</li> </ul>
<ul style="list-style-type: none"> <li>○ Well, on my side It was good and I did not have any problems. All went well up until the end of my internship</li> </ul>
<ul style="list-style-type: none"> <li>○ They must continue helping student it's helpful</li> </ul>
<ul style="list-style-type: none"> <li>○ It a beautiful programme especially if you have an interest on it, I enjoyed studying and putting it into practice.</li> </ul>
<ul style="list-style-type: none"> <li>○ Yes, I would recommend the programme to any graduate student because it has helped me to gain work experience and I also got my National Diploma in Financial management. After the programme I was offered a permanent position in a Finance Department.</li> </ul>
<ul style="list-style-type: none"> <li>○ I would like to thank you for providing me with and valuable learning experience during my time at Mustek limited as an Accounts intern. I have gained much practical knowledge about the business</li> </ul>
<ul style="list-style-type: none"> <li>○ It is a great initiative that helps school leavers to get the experience of a work environment and there were events held at the company, it wasn't just work all the time. We had these events to celebrate our achievements or just to celebrate a special occasion</li> </ul>
<ul style="list-style-type: none"> <li>○ Yes, the internship with Favest Auditors and funded by FASSET it was great and fair, perfect. I learned a lot on it and gain more experience</li> </ul>
<ul style="list-style-type: none"> <li>○ You're very inspiration and give the team excellent motivation to achieve our goals, thank you so much FASSET. You do a great job helping me build my skills set, I am currently waiting for my Diploma. I can't thank you enough for your encouragement and support</li> </ul>
<ul style="list-style-type: none"> <li>○ I was struggling to get a job. It was difficult for me to get a job without any experience. Thanks to FASSET &amp; Outex.</li> </ul>
<ul style="list-style-type: none"> <li>○ Recommend that this programme should continue as it is playing a big role in exposing students to work environment</li> </ul>

<ul style="list-style-type: none"> <li>○ It's my absolute pleasure to recommend FASSET, I thoroughly enjoyed my time working with FASSET under Intelieto (PTY) Ltd, if it was not for FASSET I wouldn't be where I am and I wouldn't be having experience now</li> </ul>
<ul style="list-style-type: none"> <li>○ The programme opened doors for me. It did wonders for me as I was unemployed for a while before participating in the programme. I've been employed since the end of the programme, I am very grateful for the opportunity. I hope FASSET never stops giving the youth the opportunities like mine. It really changes one's life.</li> </ul>
<ul style="list-style-type: none"> <li>○ The programme was a build a solid foundation for me and my career, I'm truly grateful.</li> </ul>
<ul style="list-style-type: none"> <li>○ The programme assisted me very much, as I managed to get my National N Diploma in Management Assistant and I also got contract employment with the University of South Africa (UNISA) as an Administrative Assistant, working on FASSET funded programmes from 02 March 2018 to 31 March 2022. As I am currently looking for employment, I am very happy about the opportunity that the SETA gave me back in 2016.</li> </ul>
<ul style="list-style-type: none"> <li>○ Outex opened doors for me. Since I started my internship in 2013 and I was appointed as a permanent employee after my internship. The program was very great and I learnt lot of things. I don't regret being part of Outex.</li> </ul>
<ul style="list-style-type: none"> <li>○ It was a good programme gave me a good start and understanding of the environment.</li> </ul>
<ul style="list-style-type: none"> <li>○ I am grateful as the WBE was a great learning experience as we as interns were introduced to the corporate world as we now know the do's and don'ts of the corporate. business</li> </ul>
<ul style="list-style-type: none"> <li>○ My experience with 360 zero was excellent. Logbooks were sent on time. The support team ensured that all queries were promptly resolved</li> </ul>
<ul style="list-style-type: none"> <li>○ The programme was good, KMPG was a great hosting Organization</li> </ul>
<ul style="list-style-type: none"> <li>○ I recommend the programme a lot as it helps with experience and skills</li> </ul>
<ul style="list-style-type: none"> <li>○ The programme was a build a solid foundation for me and my career, I'm truly grateful.</li> </ul>
<ul style="list-style-type: none"> <li>○ It was great exposure. The programme was very uplifting and I'm very grateful for the experience.</li> </ul>
<ul style="list-style-type: none"> <li>○ Yes it was informative and helpful in terms of achieving my Qualification</li> </ul>
<ul style="list-style-type: none"> <li>○ Recommend that this programme should continue as it is playing a big role in exposing students to work environment</li> </ul>
<ul style="list-style-type: none"> <li>○ I am where I am today because of the programme the exposure I got was out of this world, may you please continue to help more other learners. Thank you very much</li> </ul>
<ul style="list-style-type: none"> <li>○ I had a good journey on my 18 months experience ,I have learnt a lot on the programme</li> </ul>
<ul style="list-style-type: none"> <li>○ The program should continue giving young stars work experiences like this, it also open doors for most of us</li> </ul>
<ul style="list-style-type: none"> <li>○ Thank you to this programme, I have been permanently employed since 2018. This program has enabled me to support my family through the years. I plead with this program to continue making a difference in the youth of this country and also assist with the unemployment rate that is facing South Africa and our economy.</li> </ul>

<ul style="list-style-type: none"> <li>○ I was happy with the internship and it helped me, how to be professional and I also learnt a lot. And I thank FASSET for helping me to complete my internship so successful.</li> </ul>
<ul style="list-style-type: none"> <li>○ It was a great experience that I will never forget in my life and also made me grow on my career path. I always recommend FASSET programme even in other people as it made it easy for me to get my diploma I didn't have problem to get my diploma as it was with me from the beginning of the programme until I got my Diploma.</li> </ul>
<ul style="list-style-type: none"> <li>○ I am very grateful to be part of fasset interns' struggled to get experiential learning so that i will able to get my diploma.</li> </ul>
<ul style="list-style-type: none"> <li>○ The programme is a great Initiative I also gained experience in 2 departments and I managed to use all the knowledge acquired to what I am doing now</li> </ul>
<ul style="list-style-type: none"> <li>○ The programme helped a lot because I was struggling to get a job, it was difficult for me to get a job without any experience Thanks to FASSET &amp; Outex.</li> </ul>
<ul style="list-style-type: none"> <li>○ Thank you so much FASSET Program helped me a lot. I am now qualified and experienced Human Resource Business Partner in one of mining company because of FASSET</li> </ul>
<ul style="list-style-type: none"> <li>○ FASSET is the best organisation that makes sure that youth will be given the opportunity to get working experience in the corporate world in order ti gain experience and earn an income. I would recommend it to anyone because it has really helped me</li> </ul>
<ul style="list-style-type: none"> <li>○ I was happy where I was placed and training was good, was given the information/knowledge needed and the environment was healthy as well.</li> </ul>
<ul style="list-style-type: none"> <li>○ This WBE Programme is really helpful special to us Coastal FET college students continue to help us so we can obtain our National Diplomas and I will forever be grateful to FASSET and South African Sugar Association for giving me this opportunity to continue to learn and gain more skills within Finance Department through hard work today I am very proud because I have N.Diploma in Financial Management</li> </ul>
<ul style="list-style-type: none"> <li>○ FASSET is doing a good job by offering in-service training to college graduates. The programme is very effective and beneficial. It was unfortunate for me because I couldn't complete the programme due to personal reason. I would like to get another chance to complete my in-service training to obtain my N-Diploma.</li> </ul>
<ul style="list-style-type: none"> <li>○ Thank you to FASSET and Deloitte for the opportunity they gave me. I learned a lot during my internship programme, skills that I am still using at my workplace. Keep on doing the good work</li> </ul>
<ul style="list-style-type: none"> <li>○ The programme was a blessing. It was a save way of getting experience. We were learning and we made mistakes, but the host was not too harsh but they exposed us to a lot of experience which to date I still believe in the methods that they used. I am really grateful for the opportunity, and I would recommend it to anyone who needs a start into their career. Thank you for choosing me</li> </ul>
<ul style="list-style-type: none"> <li>○ The programme helped a lot because I was struggling to get an internship so that I will be able to graduate and get my National Diploma but after this FASSET programme I graduated and got my Diploma. I am really grateful to FASSET about this programme, as I was placed in one of the big four accounting Firms in South Africa, and I hope FASSET still runs his programmes as TVET colleges students suffer when it's time to get their internships, FASSET brought light in my life as it's</li> </ul>

<p>very hard to apply for yourself in companies especially if you are from TVET college, may you never stop this significant programme you are doing</p>
<p>○ I feel that the programme was very beneficial as it exposes you to a working environment and also prepares you mentally and professionally to where you are headed. Our Mentors (Managers) expected nothing but the very best from us and I believe we performed our duties exceptionally well. I am truly grateful for that experience because it has groomed me to become the young professional that I am today. Things like being punctual to work and a good work ethic was instilled in me from that programme</p>
<p>○ I would recommend the FASSET programme to any learner who needs experiential learning to complete their studies. You get to learn a lot about the working environment, meeting and working with different people and getting exposure to a whole different world. The amount of experience one gets through this programme is a lot and of course that goes hand in hand with the amount of hard work you put in and being consistent at the same time. The programme helps because some learners get many opportunities after the end of the programme.</p>
<p>○ I highly recommend this programme to continue placing students in big companies like KPMG. We end up getting permanent positions based on our performances. FASSET has personally changed my life and I have I seen it change the lives of others through this placement programme. May you please reach out to other different companies and provinces as well. FASSET needs to expand its wings through the country because it will change the lives of many students.</p>
<p>○ I am happy for the opportunity the was given to me by FASSET please keep it up</p>
<p>○ I think they should just continue to do the good work</p>
<p>○ Every month we attended a workshop of different topics such as Time management, Effective communication Budget and tax</p>
<p>○ I thank FASSET and Lagab Financial Services for being an eye opener of the career I took. I learned lot of new thing during the program. Please do not stop, we learn a lot from the programs</p>
<p>○ The program is a good platform for candidates who are looking for in-service training</p>
<p>○ Yes, best experience ever, thanks to Deloitte and FASSET. I am in a respectable position today because of the knowledge and skills I gained from this programme.</p>
<p>○ I am extremely delighted to recommend you Duja as they treat their interns with love and respect. Duja makes sure that if their interns are facing challenges the come with a solution to solve the matter and they make sure that everyone gets their qualifications.</p>
<p>○ I don't have any recommendation on the programme but I am very grateful for the opportunity that 36 xero fo gave me I was only able to get a job because of their support. Thank you and Thank you FASSET for this wonderful experience.</p>
<p>○ No, the programme runs perfect give learners the opportunities to get work experience and complete the National diploma in record time.it is an opportunity I wish each person who completed their N6 having had the opportunity to get placed at SA TAXI was/is a great work space to learn and grow as an individual.</p>
<p>○ It was good experience because I learnt a lot.</p>
<p>○ I am so happy that I was given a chance to prove. Now I am permanently employed because of the opportunity I was given.</p>

<ul style="list-style-type: none"> <li>○ It was quite exceptional and exceeded my expectations, I am very happy about my time there and I would definitely recommend you guys to potential prospects</li> </ul>
<ul style="list-style-type: none"> <li>○ The Programme provided me with suffice knowledge, experience and understanding of accounting functions and taxation. The exposure in a number of business platforms has made me understand how businesses function in their different platforms.</li> </ul>
<ul style="list-style-type: none"> <li>○ Nothing much, the internship was great</li> </ul>
<ul style="list-style-type: none"> <li>○ I will recommend that the youth around Gauteng province to apply for this programme to gain experience</li> </ul>
<ul style="list-style-type: none"> <li>○ Best experience ever, thanks to Deloitte and Fasset. I am in a respectable position today because of the knowledge and skills I gained from this programme</li> </ul>
<ul style="list-style-type: none"> <li>○ I appreciate the opportunity I was given. Also wish others may be continuously provided with such exposure and opportunity. In my own opinion the programme is very vital, it is also important that its existence must be maintained. It plays a very critical role for graduates with no experience, as well as making it easy for us to get job opportunities.</li> </ul>
<ul style="list-style-type: none"> <li>○ The programme was very helpful because we as students, we get exposed to working environment and getting experience as well</li> </ul>
<ul style="list-style-type: none"> <li>○ I am so happy that I was given a chance to prove. Now I am permanently employed because of the opportunity I was given.</li> </ul>
<ul style="list-style-type: none"> <li>○ I'd sure recommend the program to fellow folks who are sure struggling post the graduations or completion of their studies</li> </ul>
<ul style="list-style-type: none"> <li>○ I recommend that Fasset can continue with this program until infinity, it reaches us in desperate times whereby we need to conclude our N diploma but with no WBE experience we cannot close the chapter of our studies</li> <li>○ Also recommend that you continuously use companies like Deloitte who has same interests at heart to provide WBE and ensures that we as students obtain the necessary knowledge linked to our study requirements. Companies that engage with our host employers should a need to rotate rise they engage on our behalf</li> <li>○ I recommend that FASSET to go find students who are in need of such programs and give them an opportunity that I also go</li> </ul>
<ul style="list-style-type: none"> <li>○ I recommend that FASSET can continue with this program until infinity, it reaches us in desperate times whereby we need to conclude our N diploma but with no WBE experience we cannot close the chapter of our studies</li> <li>○ I also recommend that you continuously use companies like Deloitte who has same interests at heart to provide WBE and ensures that we as students obtain the necessary knowledge linked to our study requirements. Companies that engage with our host employers should a need to rotate rise they engage on our behalf</li> <li>○ I recommend that FASSET goes to find students who are in need of such programs and give them an opportunity that I also got</li> </ul>
<ul style="list-style-type: none"> <li>○ I suggest you help more student who just finished their N-6 to be able to achieve their N-diploma</li> </ul>
<b>Job placement beyond the internship programme</b>
<ul style="list-style-type: none"> <li>○ The department could have absorbed us when the programmer ended, as we were well trained and there were so many vacant posts at the department</li> </ul>
<ul style="list-style-type: none"> <li>○ Started internship on 1/10/2019 till today they kept on extending till todays date if there is any opportunities there on your side please help by providing us with job opportunities that can help us grow and more experienced</li> </ul>

<ul style="list-style-type: none"> <li>○ The programme must also assist on making sure that all those who participated on the programme are employed.</li> </ul>
<ul style="list-style-type: none"> <li>○ The program must help the participants to get employment.</li> </ul>
<ul style="list-style-type: none"> <li>○ In my opinion I suggest that interns should be absorbed after being trained</li> </ul>
<ul style="list-style-type: none"> <li>○ I just wish that after the programme they could provide us with permanent positions.</li> <li>○ Deloitte could not us reference after the internship since we were not directly reporting to them. I am now currently unemployed</li> </ul>
<ul style="list-style-type: none"> <li>○ The programme should at least create permanent employment as most of us are home even with our experience, so employment is very rare as we go a few years without employment which makes it hard to be employed again.</li> </ul>
<ul style="list-style-type: none"> <li>○ When interns' contract expire, I think it is best that you keep their CV' in your database in case there are opportunities you think they might be fit for because some are not lucky enough to be given permanent positions once the contract expires FASSET should also check their interns if they are being treated fairly with respect because some companies take advantage of them and end up requesting them to do work which they are not hired for, ( i.e. washing dishes, serving clients, cleaning, etc.)</li> </ul>
<ul style="list-style-type: none"> <li>○ It would be appreciated if they request our information for further assistance on job hunting. Because most of the guys I attended the training with are unemployed since they completed the training even if it could be fixed contracts just to add on the working experience after the internship. That will be appreciated</li> </ul>
<ul style="list-style-type: none"> <li>○ I wish the program could assist us with permanent jobs according to our academic experience</li> <li>○ To continue helping those that are struggling to get employment</li> <li>○ To help those with matric only to get learnerships and further their studies</li> <li>○ To provide bursary education to orphans</li> <li>○ To do monthly follow-up whether students are getting their stipends or not and to check if it's the correct amount or not.</li> </ul>
<b>Stipends</b>
<ul style="list-style-type: none"> <li>○ Deloitte paid the monthly stipend on time.</li> </ul>
<ul style="list-style-type: none"> <li>○ I was getting paid on the 25th of every month</li> </ul>
<ul style="list-style-type: none"> <li>○ The programme is a good opportunity for TVET students.</li> <li>○ However, with the cost of living being at its peak, I believe a need for increment in terms of the stipend is needed because it becomes difficult for interns that have to relocate to the place of work if perhaps they are out of town like myself. I also believe that, because the employers do not guarantee permanent employment upon completion of the internship programme, it would be of assistance to students to be retained on the database and be flagged as "unemployed graduate" so as should there be openings elsewhere, one may be considered for such openings.</li> </ul>
<ul style="list-style-type: none"> <li>○ Challenging FASSET to increase monthly allowance to at least R7000.00 monthly</li> </ul>
<ul style="list-style-type: none"> <li>○ The programme is a very helpful, except for late payment of stipends and that could be a disadvantage to other learners coming from disadvantaged backgrounds. But overall, for me it was a great experience learned a lot about the field I studied and I could say.</li> </ul>
<ul style="list-style-type: none"> <li>○ Each and every month I get an income for the work I have done</li> </ul>



<ul style="list-style-type: none"> <li>○ Effective communication between FASSET and participants of the programme should be implemented</li> <li>○ Alert participants who are done with the programme and unemployed with opportunities that are available</li> <li>○ After the participants have acquired all the skills and knowledge and gathered the experience the programme should assist them in placing them suitable jobs</li> </ul>
<ul style="list-style-type: none"> <li>○ The area where the internship was provided was far and most of the stipend covered transportation</li> </ul>
<b>Induction training for host employers and partners</b>
<ul style="list-style-type: none"> <li>○ I think going forward before Interns are placed in a company it will be good if first FASSET conduct a small session to explain the programme as whole how it is going to work.</li> <li>○ Explain the relationship between FASSET and the Employer and how is the interns are going to be compensated with all the allowances they are entitled to get, even when they finish, they're with their programme what is the next chapter is there. In this way the interns can have the knowledge on what to expect.</li> </ul>
<ul style="list-style-type: none"> <li>○ The overall experience was good, our employer outex did really take care of queries on time, however host employers still need to be taught more about the WBE programme, so that interns can receive task which will help them to fulfil the required activities according to TVET List.</li> </ul>
<ul style="list-style-type: none"> <li>○ Yes, Host employers and partners should be extensively trained in this programmes especially first time hosts, as some are clueless as to what the programme was about. Sponsor needs to ensure that the host employer and its partners are fully equipped with the basics such as workstations with computers, telephone and stationery – had none of that would sit next to different people every day doing things that had nothing to do with the WBE programme. Employer and sponsors needs to constantly visit interns to assess conditions at host employers and ensuring they are well trained and have all their basics rather than relying on the logbook.</li> </ul>
<b>Alignment/ Collaboration between FASSET partners</b>
<ul style="list-style-type: none"> <li>○ There is a disconnect between the TVET and host (employers), during my internship the host and I tried several times to get my college involved in my development but could not find anybody, however the curriculum at TVET is old, the world has moved on it is time for colleges to refresh the curriculum and teaching methodology.</li> </ul>
<ul style="list-style-type: none"> <li>○ I can recommend but on my story I haven't got my diploma as yet from school. Last I went to school they said my letter was not correct now I have corrected and only submitting again on Monday which I don't know how it will go as before I was very disappointed. I have been struggling and am honestly not happy because I am getting delayed to get my diploma and it is very hard to get a job without diploma. My school Capricorn TVET Polokwane they doing things differently and it is affecting my diploma</li> </ul>
<b>Logbooks</b>
<ul style="list-style-type: none"> <li>○ To give the logbook after each 3 months, because sometimes it is confusing with the lot of work you are doing.</li> </ul>
<b>Opportunities to be extended to rural areas</b>

- I will recommend that such opportunity that was given to us could also be presented /given to rural areas students, that can make a huge difference in most of the students who don't have means to reach to urban areas.
- The host employers may also benefit from this as their companies will be recognised by people who might be interested in doing business with them.

**FASSET to extend the scope of their funding**

- You should also consider other institutions for this programme I have a sister who is having a diploma in HR through IQ Academy and I tried applying for her with no success, I was told this programme only focused on FET college students, Should there be a need for me to recommend her for you, please contact me