



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

CAREER DEVELOPMENT SERVICES

2021

Annual Report

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Introduction

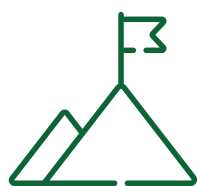
The Annual Report provides an update on Career Development Services (CDS) activities for January to December 2021.

CDS is a project within the Department of Higher Education and Training (DHET) which has been established to provide leadership and coordination of career development services across all spheres of Government. And to provide career information, advice and counselling services to those coming into the Post-School Education and Training (PSET) sector.



Vision

To ensure that citizens of all ages have access to quality career information and career development services throughout their lives.



Mission

To make optimum use of the collective resources in the country and to forge partnerships and integrated relationships among all stakeholders in career development services, be they government, non-government or private.



Aim

All citizens in South Africa reach their full potential and contribute positively to the socio-economic status of the country.

What is Career Development?

Career development is the lifelong process of managing progression in learning and work. This progression is dynamic, individualistic and does not necessarily follow a straight line. Career development services on the other hand refers to “... all the services and activities intended to assist all individuals, of any age and at any point throughout their lives, to make educational, training and occupational choices and to manage their careers.”

Beneficiaries

Career development services is not restricted to particular individuals but rather includes all individuals of any age and is a lifelong activity.

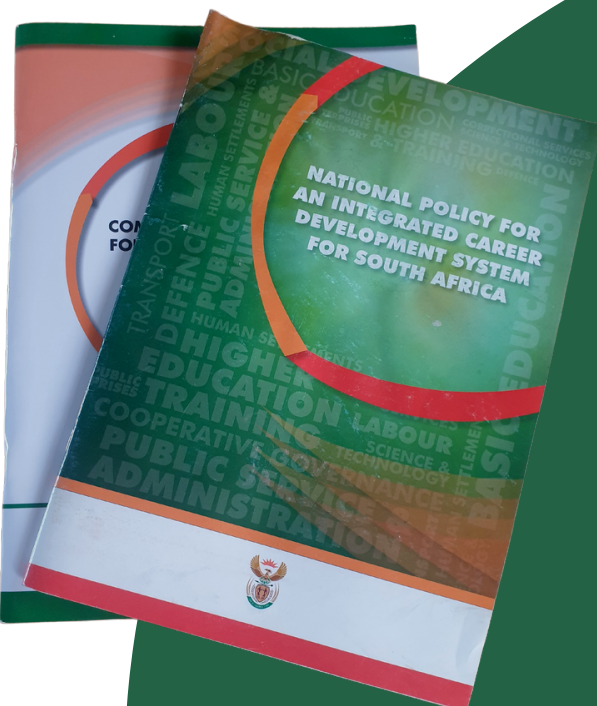
- Grade 9-12 learners
- NEET youth
- Students
- Parents
- Teachers
- Life Orientation Lecturers
- Librarians
- Student Support Services staff
- Community Development Workers
- Student Counselling and Support staff

Beneficiaries of CDS include all stakeholders within the career development system who provide career development services and information to the above individuals.

National Policy for an Integrated Career Development System for South Africa

The Policy aims to build an integrated career development system for South Africa across stakeholders. It directs implementation at a local, provincial and national level.

It was approved by Cabinet in March 2017 and gazetted on the Government Gazette No. 40795 Vol. 622 of 20 April 2017.



Career Development System Coordination

The Career Development System Coordination unit of CDS coordinates and creates an enabling environment for building an integrated career development system for South Africa.

- a. Institutionalisation of CDS
- b. Coordination of the Career Development System
- c. Partnerships
- d. South African - European Union Dialogue Partnership
- e. National Network of Khetha Access Points
- f. Professionalisation of career development services
- g. Communications and Outreach



a. Institutionalisation of CDS

CDS has operated as a project within the DHET since 2012. In order to establish the project as the National Career Development Coordination Function a Business Case was drafted in partnership with the Government Technical Advisory Centre (GTAC) in consultation with CDS stakeholders. Establishment of a Government Component linked to the DHET was recommended as the institutional mechanism to sustain the project.

Following extensive engagement with the Department of Public Service and Administration (DPSA) it was advised that the project be incubated as a Business Unit within the DHET and later be converted to a Government Component. A letter from the Minister of Higher Education and Training requesting the Minister of Public Service and Administration to allocate the function to the DHET in line with the Public Service Act, 1994 [Act 103 of 1994, Section 3 (4)(b)(i)] was submitted to the DPSA on 2 July 2021.

The DPSA advised DHET to reduce the size of the organisational structure submitted given the current fiscal constraints in Government. The DPSA further recommended a workshop between relevant officials between the two departments to find a suitable but practicable organisational structure for CDS. These efforts were overtaken by an organisational redesign that the DHET initiated towards the end of 2021. This process allowed for a parallel process of formal incorporation of the National Career Development Coordination Function into the DHET structure. It was therefore agreed that the two processes of submission of the structure to the DPSA, as well as the DHET restructuring would run concurrently to support the incorporation of CDS into the DHET structure.



b. Coordination of the career development system



**Department of
Employment and
Labour**



**Department of
Higher Education and
Training**



**Department of
Public Service and
Administration**



**Department of
Basic
Education**



**Department of
Social
Development**

Interdepartmental Career Development Committee (ICDC)

The ICDC is made up of the above five, key departments involved in the provision of career development services. Since its inauguration in 2018, the Committee has been successful in providing strategic oversight to the career development system, creating an enabling environment for the provision of career development services in the country. In 2021 the ICDC met each quarter with meetings held on 3 March 2021, 1 June 2021, 1 September 2021, and 1 December 2021. During the meetings the ICDC deliberated on critical issues including the Institutionalisation of CDS, the South African-European Union Dialogue and National Careers Week amongst others

National Career Development Forum (NCDF)

The main objective of the NCDF is to bring all key stakeholders together in an institutional structure to ensure that coordination and collaboration of career development services is sustained and further enhanced for the good of all citizens. Below are the chambers of the NCDF:

Career Development Government Forum

Constituted by representatives of Government across the three spheres of Government. The CDGF meets once in a financial year. The next meeting for the financial year is scheduled for March 2022. The meeting will focus on National Careers Week Campaign and relevant updates from CDS.

National Consultative Forum

Constituted by representatives of stakeholders across the career development system. Due to shared stakeholders, CDS and the South African Career Development Association (SACDA) agreed to alternate hosting the CDS Stakeholder Conference and the SACDA South African Congress of Career Practitioners biennially. In 2021 SACDA hosted their congress on 19 March 2021.

Career Development SETA Forum

Constituted by representatives from all 21 SETAs. The CDSF meeting took place on 5 and 6 October 2021 to agree on an accord for pertinent work with and amongst the SETAs.

A Learning Session for Virtual Career Exhibitions was hosted on 11 November 2021 to equip stakeholders in this area. The Transport SETA and Estonian Unemployment Insurance Fund presented on their best practices.

External Fora

To engage the provincial level of Government directly, provide an update on CDS and promote the implementation of the CDS Policy at a provincial level, CDS participated in the Limpopo, North West, Free State, Northern Cape, Eastern Cape and KwaZulu Natal Provincial Skills Development Fora (PSDFs) in 2021. Other provinces are being engaged to facilitate CDS participation.

At a local level CDS took part in the Department of Cooperative Governance's National Capacity Building Coordinating Committee.

c. Partnerships

CDS has signed 27 partnership agreements for cooperation in the implementation of career development services. The main areas of partnership are the incorporation of partner centres into the National Network of Khetha Access Points, career development information systems such as the National Career Advise Portal (NCAP), sharing of published resources, professionalisation of Career Development Practitioners and collaboration on career exhibitions/information sessions. An additional 4 partnerships are being processed which includes agreements with Mogale City Local Municipality, Services SETA, KwaZulu Natal Office of the Premier and Wing Studio. The implementation and management of the partnership agreements is ongoing with resuscitation of agreements following the disruption of the Covid-19 Pandemic and the lockdown restrictions. In addition review of work plans with the partners is taking place.

Partnerships centered on participation in CDS structures and events:

Department of Social Development



social development
Department:
Social Development
REPUBLIC OF SOUTH AFRICA

Department of Correctional Services



correctional services
Department:
Correctional Services
REPUBLIC OF SOUTH AFRICA

Department of Cooperative Governance



cooperative governance
Department:
Cooperative Governance
REPUBLIC OF SOUTH AFRICA

Department of Transport



transport
Department:
Transport
REPUBLIC OF SOUTH AFRICA

Finance and Accounting Services SETA



FASSET
Make the future count

Chemical Industries SETA



CHEMICAL INDUSTRIES EDUCATION & TRAINING AUTHORITY

Manufacturing, Engineering and Related Services SETA



merSETA
MANUFACTURING, ENGINEERING
AND RELATED SERVICES SETA

Public Services SETA



Public Service Sector Education & Training Authority



Partnerships centered on incorporation into the National Network of Khetha Access Points in addition to participation in CDS structures and events:

Department of Employment and Labour



Department of Basic Education



Department of Science and Innovation



National Youth Development Agency



National Library South Africa



City of Tshwane Metropolitan Municipality



Buffalo City Metropolitan Municipality



SOS Children's Village South Africa



Mpumalanga Department of Social Development



University of Pretoria, Mamelodi Campus



Partnerships centered on other activities/projects:

The Presidency: National Pathway Management Network



- Khetha Trademark

Government Technical Advisory Centre



- Development of the Business Case for institutionalisation of CDS

South African Qualifications Authority



- Khetha Trademark

South African Broadcasting Corporation



- Khetha Radio Programme

Cape Peninsula University of Technology & Education, Training and Development Practices SETA



- Capacity building of CDPs

South African Institute of Chartered Accountants



- Shared career information

TISO Foundation



- Bursary information
- Shared career information

Kommunity Group Project Foundation



- Shared career development material

d. South African - European Union Dialogue Project

A South African – European Union (SA EU) Dialogue Project for the drafting of Guidelines for the Development of Career Development Tools was initiated in 2020. The Project is funded through the SA-EU Dialogue Facility and aims to address the need for Government to create an enabling environment for all South Africans to access quality career services and career development tools and to protect citizens against poorly conceived career development practices.



The first phase of the project involved desktop studies, one the '*Desktop Research of Non-Psychometric Career Assessment Guidelines in the European Union Member States*' by Dr J McCarthy the other the '*Report: Environment Scan on the Use of Career Assessments in South Africa*' by Prof M Sefotho.

The second phase of the project entailed the drafting of the guidelines, led by Mr A Herr, with the assistance of the Technical Working Group (TWG). The TWG is made up of experts in the field of career development and of psychology and includes representatives from academia, SACDA, the Health Professions Council of South Africa (HPCSA), Assessment Standards South Africa and CDS. Two TWG workshops were held on 29 and 30 June 2021 and 24 November 2021 respectively to consult on the desktop study reports, the consultant inception report and the draft guidelines.

e. National Network of Khetha Access Points

Nine partnership agreements exist to incorporate 2432 centres into the National Network of Khetha Access Points throughout the country. These are access points for the public to receive career development services in their communities primarily through access to the CareerHelp website, the National Career Advice Portal (NCAP) and career information brochures. Some centres run career information sessions/workshop and employ Career Development Practitioners. The functioning of a number of the centres has however compromised by a lack of financial resources to support the provision of services. Some partners, such as the Mpumalanga DSD have challenges relating to internet connectivity which limits their access to the range of quality online career services.

The largest group of Khetha Access Points falls under the partnership with the National Libraries of South Africa, with 1888 Access Points around the country. Changes to the project which had been responsible for the partnership took place and as a result the project now has a completely new staff. In order to ensure that the partnership is resumed CDS engaged with the new staff members in 2021 and provided an overview of the partnership agreement and to agree on an updated workplan to resuscitate the partnership.

Moreover, the 5 Science Centres under the Department of Science and Innovation were monitored quarterly for their incorporation into the National Network. Additionally, an addendum was incorporated to the partnership agreement with the Department of Employment and Labour to incorporate their Youth Centres and Mobile Centres into the National Network of Access Points.

The incorporation of these centres into the National Network is an avenue to ensure that all individuals, particularly those in deep rural areas have access to quality career information.



f. Professionalisation of Career Development Services



The Career Development Information Officer (CDIO) Qualification (NQF Level 5; ID 96372) was first registered on 1 July 2015 and re-registered on 1 July 2018. CDS identified a need to pilot the training in order to test the qualification and create awareness of it amongst Career Development Practitioners, their employers and SETAs. Therefore, through funding from the Education, Training and Development Practices SETA (ETDP SETA) training commenced through the Cape Peninsula University of Technology (CPUT) on 3 February 2020.

A total of 25 learners were recruited from Gauteng: 16 from the Technical and Vocational Education and Training (TVET) colleges, 4 from the Community Education and Training (CET) colleges and 5 from CDS. Those selected work in positions where they provide career development services but do not necessarily have any formal qualification in the field. The pilot came to an end in November 2021 with a 100 percent retention and pass rate. On 3 December 2021 CPUT handed over certificates to the students. Students will complete the External Integrated Summative Assessment (EISA) once the ETDP SETA has concluded internal processes to prepare for this.

The professionalisation of career development services remains a top priority for CDS. The development of a second qualification for articulation of the CDIO qualification is being initiated with a survey assessing the need around this within the career development system.

CDS continually monitors the registration and recognition of the SACDA as professional body with the South African Qualification Authority (SAQA). By end 2021, SACDA had submitted all the required documents to SAQA for their registration and was awaiting a response.



g. Communications and Outreach

The Communications and Outreach sub-unit is responsible for coordination of CDS outreach work. Its work consists of participating in career exhibitions, facilitating career information sessions in schools, equipping the NEET youth, job-seekers and interns with employability skills and providing capacity-building workshops for Career Development Practitioners (Life Orientation teachers, NGOs, SETAs). These have a national reach and a focus on rural areas.

CDS continued to adapt to the Covid-19 pandemic and related restrictions and as a result virtual sessions were provided where feasible. In addition a Virtual Career Exhibition model has been drafted to guide both CDS and stakeholders within the career development system in hosting virtual events.



CDS Operations and Shared Services

CDS Operations and Shared Services develops and manages national shared services for career development system and develops and provides quality career information, advice and counselling

- a. Career Helpline**
- b. Information Services and Support**
- c. Post School Education and Training (PSET) Coordination**

a. Career Helpline

The CDS Advisory Helpline provides career development information, advice and guidance through it's multi-channel facility. This service assists members of the public in making informed decisions on career and subject choices, post-school education and training, funding and employability opportunities among other critical career development areas.

8975

cases were managed in 2021 through the following channels:



1213

Telephone



3635

Email



5

Walk-in



1049

SMS



2124

Facebook



112

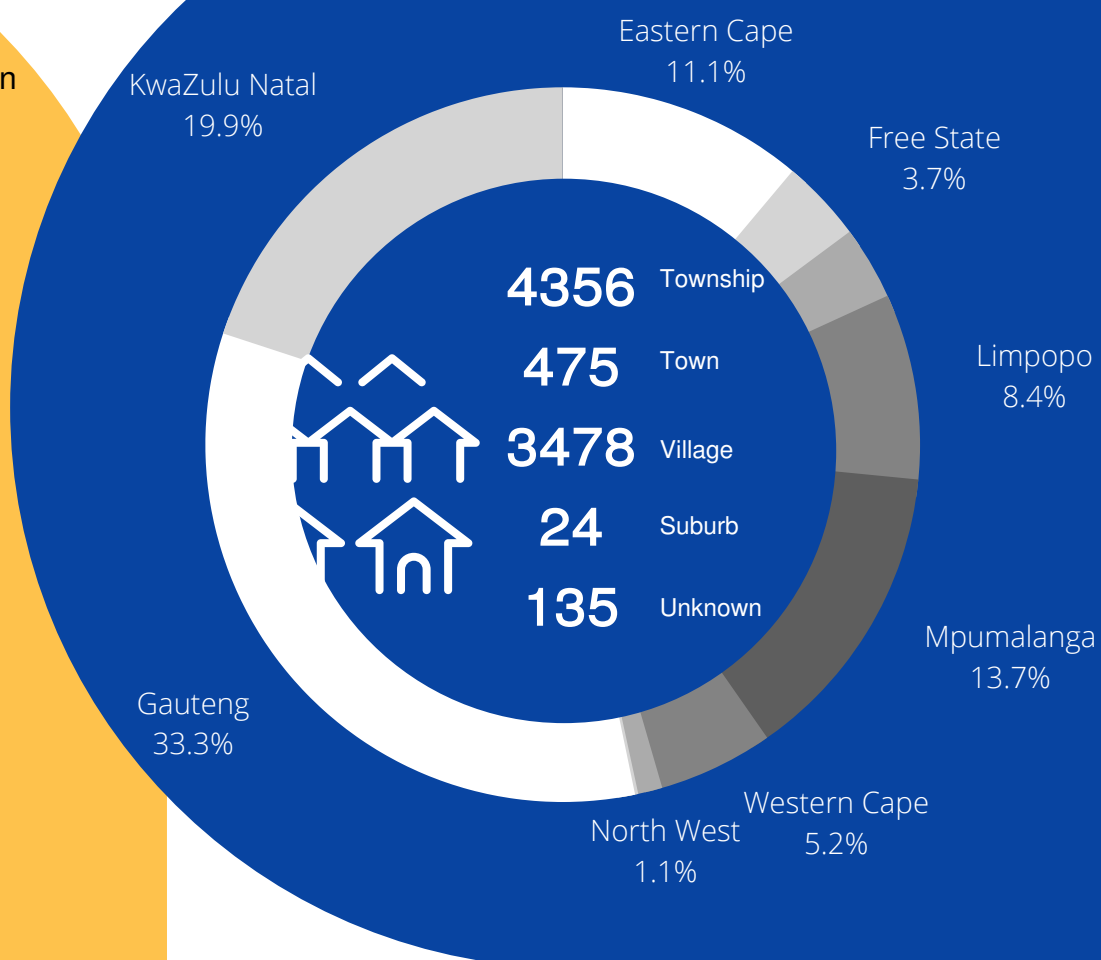
Twitter



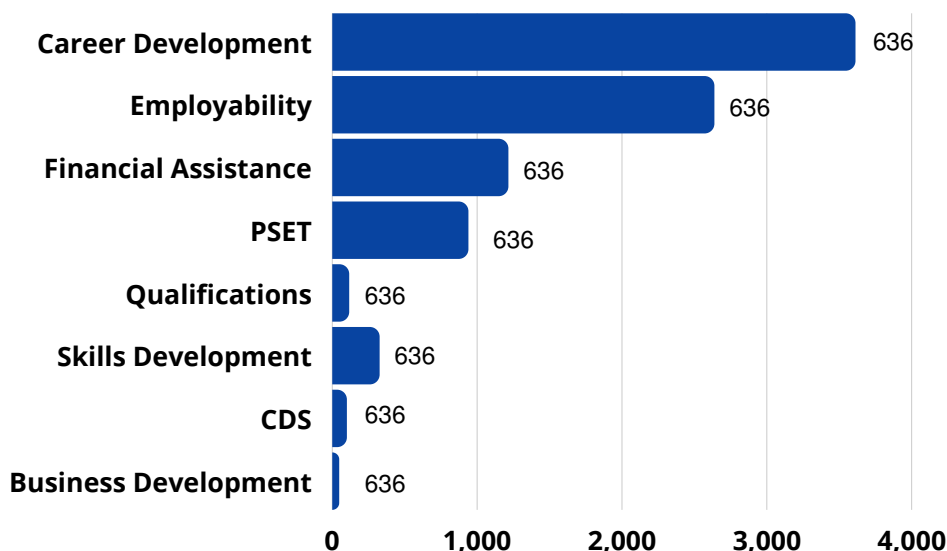
837

Live Chat

Breakdown of cases according to province and geographical location:



Category of queries:



b. Information Services and Support

The ISS provides the public with access to up-to-date and quality assured career and related information through a number of platforms including the Careerhelp website, Infohub (within the Careerhelp website), NCAP and Social Media.

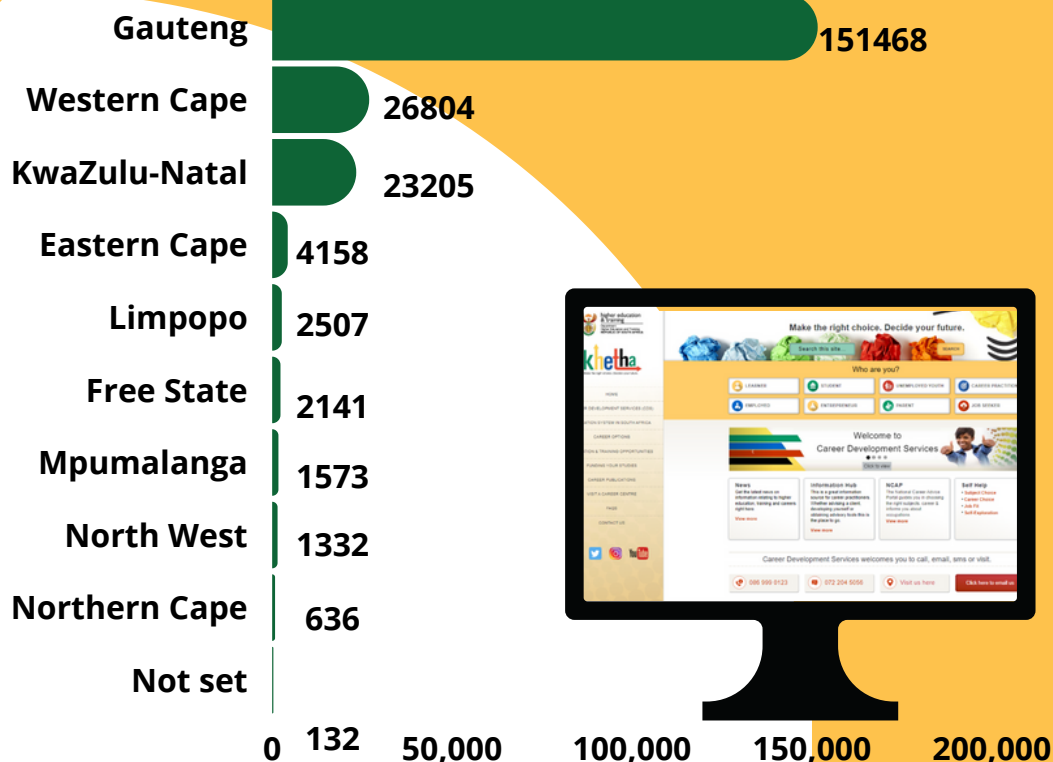
Careerhelp Website



663 323
users



624 942
users



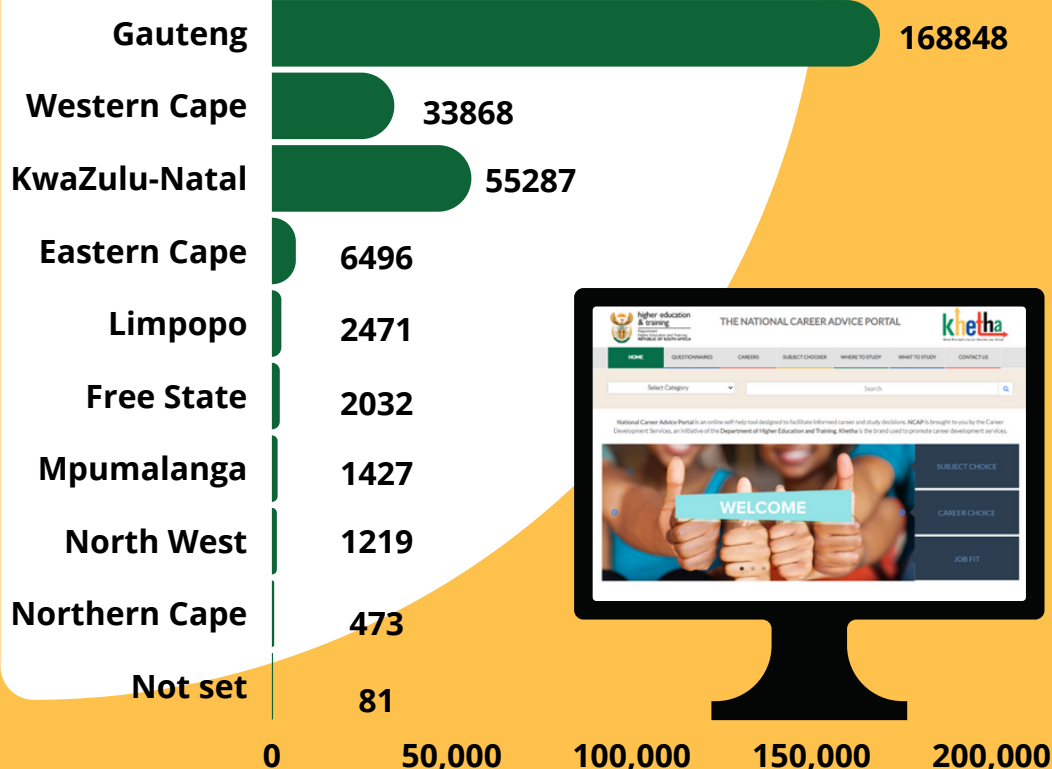
NCAP Website



1 558 570
users
globally



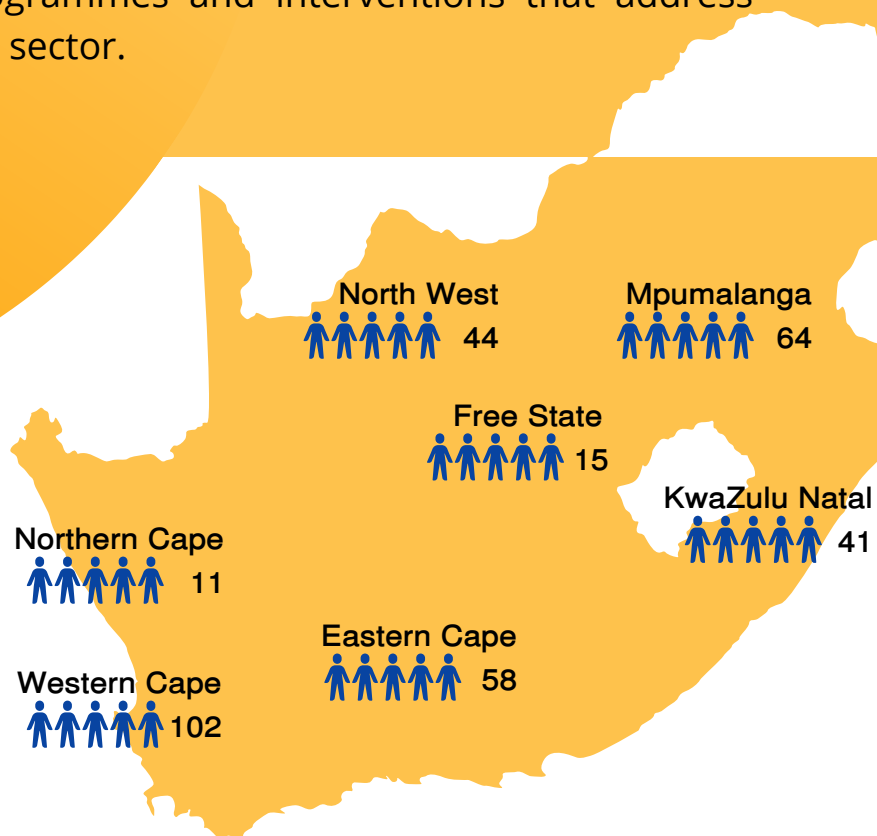
1 529 950
users
locally



c. PSET Coordination

The role of the PSET Coordination Sub-unit is to:

- Create an enabling environment for all PSET related work activities to take effect through research, engagement, constant reporting and provision of up-to date information;
- Create and strengthen the relationship between the PSET unit and both internal and external stakeholders; and
- Help design relevant programmes and interventions that address existing needs in the PSET sector.



In 2021 PSET Coordination conducted capacity building workshops at 7 provinces for the CET sector and 2 provinces for the TVET sector. The map above shows the number of participants that participated in the CET College Capacity Building Workshops. The Capacity Building Workshops commenced on 3 August 2021 at North West CET College and ended on 29 September 2021 with KwaZulu-Natal CET College and the Free State CET College. The aim of these session was to equip Career Development Practitioners within the colleges with knowledge, skills and tools in providing career development services within the colleges.

Moreover, through engagements with the CET Branch, the CDS-CET Plan: 2018 - 2020 was reviewed and revised for 2022 - 2025.

Financial Report

From January to June 2021, CDS relied on the National Skills Fund (NSF) funding from the previous cycle based on a no cost extension with an amount of R5 million.

From May to December 2021 the DHET carried the salaries of CDS staff within its budget.

Total Funding Allocated for 2021	Actual Expenditure 01/01/2021 to 31/12/2021	Balance 31 December 2021
R30 208 000	R19 173 000	R11 035 000



Conclusion

The 2022 year presented continued challenges related to the Covid 19 related lockdowns and restrictions. Despite this CDS was continued to provide coordination and shared services to enable the Career Development System in South Africa to work towards ensuring all South Africans have access to quality career information and career development services.

In 2022 CDS aims to continue the implementation of the '*National Policy for an Integrated Career Development System for South Africa*'. A particular focus remains implementation across the three spheres of government, in particular at provincial level.



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