Red & Yellow

CREATIVE SCHOOL OF BUSINESS

HONORIS UNITED UNIVERSITIES



Learnerships

A how-to guide

WHO WE ARE

Red & Yellow is the business school where talented people go to develop the career skills they need to thrive in this digital world.

Our legacy



Remember this iconic ad?

1976

Our Founders: It all started with 3 brave men who joined forces to start an ad agency. They were the real Mad Men.



Rightford, Searle-Tripp and Makin went on to become Ogilvy & Mather. Probably the most successful creative agency in the history of South Africa - globally respected and awarded for its creative work.

Brian Searle-Tripp, as Chief Creative Officer, had won all the awards there were to win so he decided to apply his deep skill and enormous experience to another challenge: training bright young minds for a creative future

> "Anyone who works in advertising would say to be in conversation with Makin, Searle-Tripp and Rightford is equivalent to talking to The Beatles if not better, as "these were the original artists".
> Mike Wills, Journalist

1994

Enter Red & Yellow: With the support from Bob Rightford, Brian, and his creative co-conspirator Allan Raaf, left Ogilvy to start The Red & Yellow School of Logic and Magic.



Allan Raaff & Brian Searle-Tripp

The Vision: Training bright young minds for a creative future.



Why Logic & Magic? Because they believed that you needed both commercial logic and creative magic to come up with the best ideas to build great brands. One without the other wasn't half as powerful as the two forces combined.

Despite its colourful name, The Red & Yellow School was serious business and over a generation it has produced thousands of incredibly talented and successful alumni, many of whom have gone on to become leaders, not just of companies, but of industries.

2008

A first in South Africa, we launched our ground-breaking **eMarketing textbook**



2014

The **ampersand** is symbolic of the blend of creativity and strategy that we teach.



Our flexi-logos

red & yellow SCHOOL OF LOGIC AND MAGIC

red & yellow SCHOOL OF LOGIC AND MAGIC

red & yellow SCHOOL OF LOGIC AND MAGIC

red & yellow SCHOOL OF LOGIC AND MAGIC

2017

Our new Cape Town Campus.



NOW

a **bold, rebooted brand** geared for 21st Century reality.

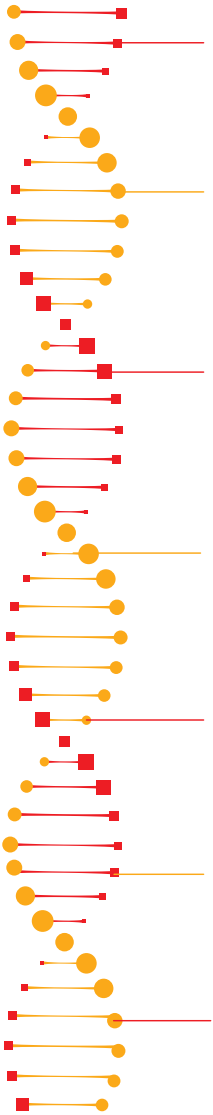
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Our Values

These 7 values define us, guide us and help us - and our school - stay true to what is important in life, and key to futurue career success



Proudly Persistent

We set high standards for ourselves and our school and we have the grit and determination to achieve these goals. When adversity comes our way, we face it head on.

Kindly Respectful

We treat our fellow humans the way we would like to be treated, with goodness and compassion. While we may not agree with their point of view, provided it doesn't hurt anyone, we respect and encourage their right to have it.

Intelligently Humble

Egos get in the way. We know that we are mere pedestrians in the global village of knowledge and ideas and are always grateful when someone teaches us something new.

Relentlessly Curious

Like a sponge, we don't read and listen and ask questions so we can get ahead, we do it because we can't help ourselves. We just want to know more about everything all the time.

Constructively Challenging

We question everything, not accepting anything as a given. We speak and act with respect and intelligence when challenging the status quo.

Boundlessly Creative

New ideas are our lifeblood. We always have to be innovating, always improving and always growing and evolving ourselves, our students and our business school.

Excitedly Accountable

We stand up and we want to lead, we pursue the greater good and we get our work done. People can rely on us to deliver to the best of our ability, every time.

LEARNERSHIPS 101

A guidebook for employers, managers, mentors, and learners.

R&Y

What is a Learnership?

A Learnership - put simply - is a structured, work-based Learning Programme during which a "Learner" (an eligible student) is allocated time for learning theory, followed by time in which to apply these skills practically in the workplace. This should be directly related to a specific occupation or field of work, for example, graphic design, art direction, copywriting, digital marketing, media management, project management, and more. Successful completion of a Learnership by a Learner leads to an NQF-registered qualification.

Learnerships are managed by the Quality Council for Trades and Occupations (QCTO) in conjunction with the SETA and were introduced by the government to help up-skill youth, equip each with a formal qualification, prepare them for the workplace, and - ideally - get them placed with Employers. Before each Learnership Programme is implemented, a contract is drawn up by the Employer, the Learner, and an accredited skills development Training Provider (like Red & Yellow). Each party agrees to undertake specific duties and obligations. The contract protects each of the parties for the duration of the Programme and ensures high quality is maintained. Each party (Employer, Learner, and Training Provider) must understand and appreciate what is expected of each. The success of the programme - and the happiness and prosperity of each relevant party - depends on each playing their part. In this sense, a Learnership is best viewed as a partnership between the three parties.



Why were Learnerships created?

Learnerships are central to skills upliftment in South Africa. For this reason, they are seen as priority Programmes in the B-BBEE Codes (there is an abundance of points available for Employers who run them), and by the SETAs (who actively prioritize funding for Learnerships). The Learnership structure was introduced by the government to drive and transform skills development in South Africa. The primary aim of Learnerships is to address the gap between the current education and training provided to our youth and the needs of the labour market.

Red and Yellow has been instrumental in upskilling our internal employees through a sponsored learnership aimed at building scarce and critical UI/UX skills. The program was well-designed, engaging, and practical, and the learners received excellent mentorship and support from Kirsty and the R&Y team.

The learnership has added so much value to our business that we have committed to absorbing the learners into entry-level roles at the end of the yearlong program. We highly recommend Red and Yellow for anyone looking to enhance their talent pipeline and develop their digital capabilities.

- Eugene Brockman, Talent Mobility & Employee Brand Specialist | Capitec

Why should companies consider a Learnership Programme?

Responsible South African Employers should strongly consider participating in Learnership Programmes, for several reasons:

- They are contributing directly towards tackling both our education and our unemployment crises, both of which pose a massive threat to the future of South Africa

- Companies can build strong pipelines of great young talent, contributing towards transformation at junior levels, which, over time, will assist in facilitating transformation at the management level.

- Employers get to know and assess Learners and can screen them for permanent employment without the obligation to employ them.

- Companies can apply for and take advantage of SETA funding for Learnerships - SETAs will often fund contributions towards the cost of the Programmes themselves, and also toward a monthly stipend for Learners for the duration of the Programme.

- There is a strong weighting of Skills Development points allocated towards the running of Learnerships in the B-BBEE Codes.

- Companies earn additional B-BBEE points for absorbing a Learner after completion of a Learnership (or where the Learner has managed to find employment elsewhere) and when a Learner rolls over to another more advanced Programme.

Who is eligible for a Learnership?

Learnerships are available for young people between the ages of 18 and 35 who have completed school, college, or learning at other training institutions.

Unemployed South Africans can only participate in a Learnership if there is an Employer or Host prepared to provide the required work experience. The Learner is dependent on a contract that legally binds all the parties and requires the Learner to be employed by the Employer only for the duration of the Learnership, whereafter the Employer can decide on whether to continue employment.



What are the benefits for Learners?

The benefits for Learners can be immediate and truly life-changing:

- A set of sought-after skills and capabilities that will increase their employability, self-respect, and confidence.
- For many, their first taste of employment, and an invaluable means of securing further employment after the Learnership.
- A fixed-term employment contract for the duration of the Programme, meaning that they will receive the minimum required stipend amount of R1,500 plus a potential top-up from the Employer to support travel and food expenses.
- They will receive Mentorship and work-readiness skills from both the Employer and the Training Provider, ensuring that they have the required knowledge to better understand and navigate the working world.

- A nationally recognised qualification from a highly regarded Training Provider (like Red & Yellow).
- The ability to build networks with their fellow Learners and the lecturers, guest speakers, Mentors, Coaches, and colleagues that they meet during the Learnership.



What is the quality council for trades and occupations (QCTO)?

The Quality Council for Trades and Occupations (QCTO) is a statutory body established by the South African government under the Skills Development Act. Its primary role is to oversee the development and quality assurance of occupational qualifications, part qualifications, and skills programs, ensuring that these qualifications meet the required standards. The QCTO is responsible for maintaining and improving the quality of vocational education and training (VET) in South Africa, aligning qualifications with industry needs to ensure employability and competence.

What is the value of the SETA within this structure?

While the role of SETAs in curriculum development and qualification accreditation has been largely shifted to QCTO, they remain highly valuable to businesses, learners, and training providers.

For Businesses:

- Access to Training Funds: SETAs still provide crucial financial support for skills development initiatives.

- B-BBEE Compliance: SETA-funded Learnerships contribute directly to B-BBEE Skills Development points.
- Workplace Learning Support: They help businesses align their training programs with industry and regulatory standards.
- Talent Pipeline Development: SETAs assist in sourcing, funding, and upskilling learners, reducing recruitment costs.

For Learnerships & Training Providers:

- Employer-Training Provider Collaboration: SETAs help coordinate agreements between businesses and accredited training providers.
- Industry-Specific Skills Development: They ensure that workplace training remains aligned with industry needs.
- Development of new Programmes and Qualifications: whilst the programmes themselves will be accredited by QCTO, the individual SETAs are still responsible for working with the employees and stakeholders within their relevant sectors - in conjunction with QCTO - to develop new programmes to address critical skills gaps and employment needs.
- Recognition & Certification Support: They support businesses in navigating the transition to QCTO assessments.



What is the role of SETA's in the QCTO occupational certificate structure?

Under the previous system, SETAs were responsible for the full design, accreditation, quality assurance, and funding of Learnerships and skills programs. With the introduction of QCTO, their role has shifted to focus primarily on administration, funding, and industry engagement rather than direct qualification oversight.

While QCTO now leads in accreditation, curriculum development, and external assessments, SETAs continue to be essential facilitators of workplace-based learning. Their role in funding, compliance, industry engagement, and employer support remains invaluable.

SETAs now focus on:

1. **Workplace-Based Learning Facilitation**
    - SETAs still play a key role in ensuring that businesses provide structured workplace learning opportunities.
    - They assist in matching learners with suitable employers.
    - They approve workplace training sites for occupational qualifications.
2. **Discretionary and Mandatory Grant Funding**
    - Funding remains one of the biggest values that SETAs offer to businesses.
    - Companies submitting a Workplace Skills Plan (WSP) and an Annual Training Report (ATR) can access mandatory grants to fund workplace learning.
    - SETAs provide discretionary grants to cover costs for Learnerships, apprenticeships, and internships.

3. **Employer and Learner Support**

   - SETAs provide businesses with guidance on compliance with skills development regulations.
   - They help employers understand QCTO's new qualification structures and how to implement them effectively.
   - They still facilitate the Learnership agreements between learners, training providers, and employers.

4. **Skills Development Compliance & B-BBEE Support**

   - Businesses aiming for B-BBEE Skills Development points still rely on SETAs for guidance and documentation to support compliance.
   - SETAs track training and employment outcomes, ensuring companies meet regulatory requirements.

5. **Transitional Support for the QCTO Model**

   - SETAs continue to support the transition from the old Unit Standard-based qualifications to Occupational Certificates.
   - They assist companies in understanding changes and how to align with QCTO's external assessment requirements.

What are the stages of workplace approval through the QCTO & SETA (AQP)?

The process of workplace learning approval with the Quality Council for Trades and Occupations (QCTO) involves several steps to ensure that workplaces meet the required standards for training learners in occupational qualifications, skills programs, and trades.

Here's an overview of the key steps:

1. **Identify Workplace Learning Requirements**

   - Determine whether the occupational qualification includes a workplace-based learning (WBL) component.
   - Review the qualification's Curriculum Document to understand the required workplace exposure and tasks.

2. **Identify and Prepare the Workplace**

   - The employer must ensure they have the necessary resources, facilities, equipment, and mentors to support the learning process.
   - A Workplace Learning Programme (WLP) must be developed to align with the qualification requirements.

3. **Apply for Workplace Approval**

   - Employers must apply for workplace accreditation with the relevant Assessment Quality Partner (AQP) or the Skills Development Provider (SDP) offering the qualification.
   - The application includes:
     - → Company profile
     - → Workplace learning structure
     - → Details of workplace mentors
     - → Training facilities and resources
     - → Health and safety compliance

4. **Workplace Site Visit and Evaluation**

   - The AQP or QCTO representatives conduct a site visit to evaluate the workplace's readiness.
   - They assess whether the workplace can provide the required practical experience for learners.

5. **Approval and Registration**

- If the workplace meets the standards, it is approved and registered as a workplace learning provider.
- The approval is documented, and the employer is issued a workplace approval letter or certification.

6. **Implementation of Workplace Learning**

- Learners are placed in the workplace for structured learning under the guidance of a qualified mentor.
- Workplace mentors must track progress and ensure learners meet the workplace experience module outcomes.

7. **Monitoring and Reporting**

- The QCTO and AQP may conduct ongoing monitoring to ensure compliance.
- The employer must submit workplace learning reports as part of the learner's overall assessment process.

8. **Final Assessment and Certification**

- After completing the workplace learning, learners undergo the External Integrated Summative Assessment (EISA) administered by the AQP.

If successful, they receive a QCTO qualification or trade certificate.



This Programme was quite enlightening in more ways than one. It not only afforded me the opportunity to expand my knowledge of industry dynamics, but it also allowed me to meet new people who have had a profound impact on my life. This programme has been a true privilege that I am so thankful for.

- Nadir Masoet | Dentsu



Comparative Table: SETA vs QCTO Learnerships

Aspect	SETA (Sector Education and Training Authority)	QCTO (Quality Council for Trades and Occupations)
Primary Role	Historically managed learnerships, including design, accreditation, and quality assurance. Currently focuses on funding, administration, and employer support.	Oversees the development, accreditation, and quality assurance of occupational qualifications. Focuses on ensuring alignment with national and industry standards.
Qualification Structure	Previously based on Unit Standards and National Qualifications Framework (NQF)	Occupational Certificate model with three components: Knowledge, Practical, and Workplace Modules.
Curriculum Development	Used to lead this process in the past. Now supports QCTO by consulting industry sectors.	Leads the development and registration of occupational curricula and qualifications.
Assessment Responsibility	Internal moderation and assessment used to fall under SETA.	External Integrated Summative Assessment (EISA) administered by an AQP appointed by QCTO.
Accreditation Authority	Previously accredited training providers and programs.	Sole authority for accrediting providers and occupational qualifications.

Aspect	SETA (Sector Education and Training Authority)	QCTO (Quality Council for Trades and Occupations)
Workplace Learning Role	Assists employers in facilitating and funding workplace-based learning, approving training sites, and matching learners with employers.	Sets workplace learning requirements and conducts site visits through AQPs to ensure readiness and compliance.
Funding & Grants	Provides discretionary and mandatory grants to employers who meet WSP and ATR requirements.	Not a funding body; funding facilitation remains with SETAs.
Industry Engagement	Collaborates with businesses and sectors to identify skill gaps and training needs.	Works with industry through SETAs to design fit-for-purpose qualifications.
B-BBEE Contribution	Offers funding and documentation support to enable employers to claim Skills Development points.	Certification under QCTO is recognised for B-BBEE Skills Development compliance, but B-BBEE support remains a SETA function.
Learnership Agreement Facilitation	Facilitates the tripartite agreement between the learner, employer, and training provider.	Relies on SETA or AQP to ensure agreements and workplace standards are met.

Who are the parties involved?

There are three parties involved in a Learnership:

- The Learner,
- The Employer (offering the practical training component in their business) and
- The Training Provider (offering the theoretical component of the Learnership).
- Learners can either be “Employed” (i.e., they are employed by the Employer before the start of the Programme) or “Unemployed” (i.e., they are hired by the Employer for the primary purpose of the Learnership, and in most cases, initially only for the duration of the Programme).

From time to time, Employers might agree with a separate business or entity to “host” the Learners for their WPL during the whole or part of the Learnership. The Learner will remain employed by the Employer, but the Host will take on the responsibility of ensuring that the Learner has sufficient relevant work opportunities, mentorship and on-the-job support to complete the WPL component of the programme.



Will the Learner be paid?

There is a specified minimum Learner allowance that must be paid to unemployed Learners in a Learnership (in terms of the National Minimum Wage Act, No. 9 of 2018). This is not a salary, but covers expenses like travel and meals. At Red & Yellow, we encourage the Employers we work with to pay a monthly stipend of at least R5,000 to Learners - the majority of them come from severely disadvantaged circumstances, and might struggle to afford transportation, or even meals, without reasonable remuneration.

The more an Employer is prepared to pay, the better equipped the Learner will be to manage all of their work, personal and living commitments throughout the Programme, and the less likely a Learner will be to drop off due to affordability issues or enrol with another, better paying Learnership programme.

What does a Learner receive on completion?

During the Learnership, Learners will be required to complete assignments, tasks, practical tests, and projects. They will be formally assessed in the classroom and the workplace.

Broadly, Learners need to be declared Competent (in knowledge, attitude, and skill) against a set of assessment criteria and specific outcomes as set out by the QCTO curriculum document. If all these criteria have been met and the learner has been declared competent in the Knowledge Module component, Practical Module component and Workplace Module component, they will be formally sent for verification through the relevant AQP. They will then qualify for the External Integrated Summative Assessment (EISA exam).

If the External Examination is completed successfully, Learners will be awarded an Occupational Certificate that isan NQF-aligned and SAQA registered, which is recognised nationally.

Red & Yellow Learners will also receive a Red & Yellow certificate of completion confirming their qualification.

What is required to implement a learnership in your organisation?

Before starting a Learnership, the following documents are required by the SETA. All Learners must be uploaded on the SETA LMIS system before the start of the Learnership. Red & Yellow will work together with Employers to compile and submit the following documents:

- List of Learners
- Programme roll-out plan
- Fully signed Work-based Learning Programme Agreement
- Clear certified copies of the Learners' IDs
- Copy of the Learner's highest qualifications
- Fully signed fixed-term employment contract between the Employer and the Learner
- Completion fact file to be used at the end of programme to indicate Learners who are Competent and Not Yet Competent
- Memorandum of Understanding if not SETA funded (between the Employer and the SETA)
- A Learnership Agreement: This is the agreement signed by the Learner, the organisation employing the Learner (the Employer), and the Training Provider offering the theoretical training component of the Learnership. This agreement clearly outlines the rights and responsibilities of all three parties.
- An Employment Contract: for Employed Learners, this should already be in place; for Unemployed Learners, this is a contract they will sign with the Employer, which will be valid for the duration of the Learnership.

What are the stages of workplace approval through the QCTO and SETA (AQP)?

The process of workplace learning approval with the Quality Council for Trades and Occupations (QCTO) involves several steps to ensure that workplaces meet the required standards for training learners in occupational qualifications, skills programs, and trades. Here's an overview of the key steps:

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- The employer must submit workplace learning reports as part of the learner's overall assessment process.

8. **Final Assessment and Certification**

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If successful, they receive a QCTO qualification or trade certificate.

Can a Learnership be terminated?

Yes, it can be. An Employer can terminate a Learner's contract if:

- The duration specified in the Learnership agreement has expired
- The Employer and Learner have agreed in writing to terminate the Learnership agreement, or if there is no such agreement, the SETA that registered the agreement approves the termination
- The Learner is fairly dismissed for a reason related to the Learner`s conduct or capacity as an Employee
- The Learner's contract is terminated for operational requirements of the Employer (effectively, he or she is retrenched). The B-BBEE and funding benefits might be affected in the event of the termination of a Learner's contract, and this should always be considered in advance of a termination.

Can Red & Yellow assist with recruiting Unemployed Learners?

Red & Yellow can assist with recruitment. Whether you would like to manage your recruitment, or ask us to do it for you, we always ask that the recruitment be a joint effort, as:

- The Employer wants to make sure that the Learner will be the right fit for their business and culture; and
- Red & Yellow wants to make sure that the Learners have the right aptitude, attitude, and admission acceptance criteria to be able to legally participate in the class, and to be a valuable and positive classmate and colleague with the other Learners in their class.



MENTORING

What is coaching & mentoring all about?

What is Coaching & Mentoring?

Coaching is a form of learning requiring a more experienced individual providing and sharing their knowledge directly with the individual.

Coaching usually provides the most direct approach to acquiring knowledge and is most appropriate for skills-based instruction. When combined with a structured Learning Programme like a Learnership Coaching is one of the best methods of reinforcing new habits.

In short, the Coach is a person who undertakes and performs relevant daily tasks and activities for the Employer. Effectively, they are the day-to-day direct reports for Learners during WPL.

Mentoring is a one-to-one relationship based on encouragement, constructive comments, openness, mutual trust, respect, and a willingness to learn and share.

Mentoring exists between a more experienced employee (sometimes, but not necessarily, a supervisor) and a less experienced employee (The Learner). Mentors are usually in HR or similar functions - this role is more about the overall well-being of the Learner and usually the direct contact with Red & Yellow.



Selection of Mentors & Coaches.

Mentors & Coaches will often have very different personalities or management styles, but should have several characteristics in common:

- Care deeply about transformation and developing, and growing others
- Be an established employee
- Understand the organisation and its culture
- Be available and willing to spend time with the Learner, giving appropriate guidance and feedback
- Enjoys helping others
- Is open-minded
- Is flexible, empathetic, and encouraging
- Has very good communication skills, and
- Stimulates the Learner's thinking and reflection.



Red & Yellow successfully closes the distance gap with their online learnership – the tremendous support from the team negates the issues most often experienced with distance learning. The tutorials facilitate peer discussion, the different types of video keep the interest levels up, the links to additional resources make it convenient to follow topics of interest, and the constant support from the course coordinator keeps the student motivated and on schedule.

- Jude James | Tiso Blackstar



What is the role and function of the mentor?

The mentor is a key figure in the success of the Learnership and serves to guide, support, and assess the learner in the workplace. Mentors should be experienced professionals who understand the occupation and the expectations of the QCTO. Their responsibilities include:

- Providing On-the-Job Training: Mentors provide direct, hands-on training and ensure that learners develop the practical skills required by their occupation.
- Assessing Competency: Mentors monitor the learner's progress in the workplace and assess their competency, providing feedback and assisting in the learner's development. They must ensure the learner achieves the required level of performance before completing the Learnership.
- Offering Guidance and Support: Mentors are there to offer advice, answer questions, and provide constructive feedback on the learner's performance. This helps learners understand their strengths and areas for improvement.
- Reporting Progress: Mentors are responsible for documenting the learner's progress and reporting this information back to both the training provider and employer, ensuring the learner stays on track and completes the program successfully.
- Encouraging Professional Development: Mentors should guide learners on career development, offering insights into industry trends and helping them build professional networks.

RESPONSIBILITIES

What is important for all parties to know and agree on?

Responsibilities of Mentors & Coaches:

Mentors & Coaches play a critical role in ensuring that Learners are nurtured, protected and motivated throughout the duration of the Work Place Learning component of the Learnership

Mentors and Coaches will be responsible for:

- Helping the Learner set long-term career goals and short-term learning objectives
- Helping the Learner understand the organisational culture
- Recommending and/or creating learning opportunities
- Transferring knowledge in areas such as communication, critical thinking, responsibility, flexibility, and teamwork
- Pointing out strengths and areas for development
- Answering any questions, and
- Providing guidance on personal matters.

I must admit the journey was not easy, but the knowledge gained at Red & Yellow was worth all the hardship I went through. I want to share my experience with the future generation of our country and influence them in a positive way.



Japhet Manda | NCA 2, Graphic Designer at Democratic Alliances

Responsibilities of Employers

Our Employer partners are responsible for the various duties and obligations set out below.

1. Learners are employees!

1.1. It's of paramount importance that Employers remember at all times that learners are employees, and accordingly, all of the usual employee processes, basic rights, and paperwork apply.

1.2. This will usually be much more obvious and easy for Employed Learnership, but Unemployed Learnerships are no different, in that:

- There will need to be an employment contract in place between the Employer and the Learner for the duration of the programme.
- For disciplinary action, terminations, resignations and retrenchments, - the regular legal processes and steps must be taken as per usual.
- Learners will need to be processed and paid through payroll
- Learners as employees are entitled to leave. They have the same basic rights to leave as any other employee, and so their leave should be processed, accrued, and - if there is a balance remaining at the end of their employment - paid out.

2. SETA-related obligations

2.1. Should the Employer wish to apply for funding from SETA, you will need to submit documentation to apply for discretionary funding for the SETA; including:

- Letter of intent (supplied by the SETA)
- Letter of motivation to the SETA
- Tax Clearance Certificate
- A copy of the Employer's Workplace Skills Plan (WSP) submission with the number of Learnerships included in the plan

2.2. Once funding has been approved by the SETA, the Employer is required to sign and submit the SLA to the SETA.

2.3. Once the SLA has been submitted, the Employer needs to submit the following documents to the SETA to receive the first disbursement (note, the SETA does update the submission details from time to time):

- Invoice for the required amount specified on the SLA Learnership agreements between the Learner, Training Provider, and the Employer
- Employment agreements between the Learner and the Employer stating the Learner will be employed by the Employer for the practical component of the Learnership and the Employer commits to paying the Learner their monthly stipend for the 12–month Programme
- Certified copies of the Learner's ID and qualifications
- Learner details schedule
- Completed roll-out plan for the 12–month Programme (The Training Provider supplies the high-level plan)

2.4 The Employer will be responsible for submitting all documentation as specified in the SLA

2.5 The Employer will be responsible for invoicing the SETA at the designated intervals.



Employers' responsibilities regarding record keeping

Employers must make sure that they retain the original or copies of the following documents on record:

- Learner agreements/contracts
- Standard forms and reports (SETA, employer, or provider-specific)
- Assessment guides
- Training manuals
- Employment contracts
- Codes of conduct
- Certificates
- Grievance and appeal discussions/proceedings
- Progress reports
- Quarterly Progress Reports to the SETA (where SETA funding is sought)
- Placement records
- If utilising Hosts for WPL, a signed copy of the Memorandum of Understanding



Duties to Learners

The Employer - and all relevant and involved staff - must make a concerted effort to ensure that the Learnership is a success, and that each of the Learners gets all the attention and nurturing that they need to thrive and excel. This will take time and attention, and the Employer will at the very least need to:

1. Nominate an internal Learnership Champion (often someone in HR or Learning & Development), who will be the custodian of the Learnership for the Employer. These Programmes work much better when someone internally is championing their success.
2. Carefully and diligently select Learners before the commencement of the Learnership.
3. Identify and assign suitable internal Mentors & Coaches for the Learners and ensure that the Learners are provided every opportunity to complete practical and Programme-relevant learning and development as a critical part of the Learnership.
4. Facilitate, together with the Training Provider, an orientation session for the Learners, Mentors, and other relevant employees, so that everyone knows and understands precisely what is expected of them and how the Learnership will work.
5. Ensure Learners are suitably mentored and encouraged to perform Programme-relevant jobs and tasks as part of their day-to-day jobs, to ensure the Learner receives tangible and applicable workplace experience throughout the Learnership.
6. Work with teams and Mentors to carve out time for the Learners to do their Programme work, complete their assignments, attend classes, and otherwise have enough time to complete their qualification.
7. Monitor Learners' progress and submit Quarterly Progress Reports to the SETA (where SETA funding is sought).
8. Provide the Learners with access to the necessary tools and facilities to participate in the Learnership. This includes laptops equipped with suitable software (including MS Office and any prescribed Adobe software when applicable), Internet access, and access to printing

and scanning facilities. In addition, we have also learned through experience that the following actions very much assist in making a learnership successful:

9. "Sticks", particularly for Employed Learners, lock the Learners into employment for a period after completion of the Learnership, or require them to repay a portion of the cost of the Learnership if they leave the Employer, drop out of the Programme, and/or fail to pass.

10. "Carrots", particularly for Employed Learners, build appropriate incentives into the Programme to encourage diligence and completion of the Programmes. This could include linking success on a Learnership to KPIs, promotions, increases, and bonuses, and could also include small rewards for continuing with the Programme and for achieving good grades (e.g., small spot bonuses, free leave days, etc).



Responsibilities of Learners

What are the Responsibilities of the Learner?

The learner plays an active role in the success of the Learnership and is responsible for the following:

- Engagement with Learning: The learner must actively participate in both theoretical learning and practical work experience, ensuring they complete the required hours and achieve the necessary competencies.
- Time Management: Learners are responsible for attending scheduled training and completing assignments and projects on time.
- Assessment Participation: Learners must participate in assessments and examinations, providing evidence of their competency in various skill areas.
- Professional Conduct: Learners are expected to adhere to the professional and ethical standards of the industry they are training for, including maintaining punctuality, respect for colleagues and supervisors, and upholding the workplace's policies and rules.





Responsibilities of Red & Yellow

The training provider is responsible for delivering the theoretical and practical components of the occupational certificate. Its responsibilities include:

- Curriculum Delivery: Provide the learner with the necessary knowledge and skills to succeed in the occupation through structured learning programs that meet QCTO standards.
- Facilitating Assessments: Conduct formative and summative assessments to evaluate the learner's progress and confirm that they meet the qualification requirements.
- Bootcamp preparation: Bootcamps are scheduled in preparation for the EISA examination, where students are exposed to mock papers to ensure success.
- Monitoring and Support: Ensure that learners receive the necessary support and guidance throughout the program. This includes providing feedback, addressing any challenges faced by learners, and guiding them toward completion.
- Quality Assurance: The training provider must align its learning programs with QCTO's requirements and ensure all standards are upheld.

The employer plays a crucial role in the learner's development and is responsible for:

- Providing a Work-Based Learning Environment: Employers must provide learners with an appropriate and conducive environment to gain the practical skills and experience required for their occupation. This includes offering relevant tasks and exposure to the job's full scope.
- Mentoring and Supervision: Employers need to assign a mentor (often a senior employee) who can guide the learner and provide feedback on their performance. The employer must also ensure that the mentor has the necessary skills to support the learner's development.

- Mentor orientation and inductions: Expectations are communicated through orientation and induction and the training provider and programme managers take responsibility for ensuring mentors are equipped for their role to guide the learner.
- Workplace Support: Employers are expected to support learners through the provision of tools, equipment, and materials required for practical training. They should also ensure learners have a safe working environment in accordance with occupational health and safety regulations.
- Compliance with Legal Requirements: Employers are responsible for ensuring that they comply with all necessary regulations regarding the learner's employment, including providing a formal work contract if required by the Learnership agreement.

A collaborative process



The Learnership journey toward obtaining a QCTO occupational certificate is a collaborative process that involves the learner, training provider, employer, and mentor. Each party has a clear set of responsibilities, and together, they ensure that learners develop the practical skills and theoretical knowledge required to become competent professionals. By understanding and fulfilling these responsibilities, all stakeholders contribute to the learner's success, preparing them for a rewarding career in their chosen occupation.

This guide serves as an overview of the roles, responsibilities, and expectations involved in a QCTO occupational certificate Learnership, ensuring clarity and alignment throughout the process.

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Thank you for reading

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