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[www.nemisa.co.za](http://www.nemisa.co.za)



NEMISA intends to benefit the total SA population by harnessing ICT for equitable prosperity and global competitiveness. It leads in the creation of key e-skills development strategies, solutions and practices within SA.

It is a national catalyst, collaborator, facilitator and responsive change agent in the development of SA – within the context of national goals and within a worldwide evolving information and knowledge-based environment.

## international cooperation on e-skills

## International collaboration working towards SDGs

### NEMISA part of 2017 SA India delegation for ICT development engagements

The Sustainable Development Goals (SDGs) focus on ending poverty, protecting the planet, and ensuring prosperity for all by 2030. ICT is seen as a key enabler to achieving the goals.

The SDGs can be grouped into five categories, showing alignment with the National Development Plan (NDP) and the African Union's Agenda 2063:

- People (social development)

- Prosperity (economic development)
- Planet (environmental sustainability)
- Peace (peaceful and inclusive societies)
- Partnerships (means of implementation)

While 'Partnerships' are positioned as the final goal, the United Nations has made it clear that achieving all the other goals relies on entities (from countries to institutions) working together.



### NEMISA part of 2017 SA-India delegation for ICT development engagements

A South African delegation, led by the Department of Telecommunications and Postal Services, went to India for ICT development engagements. The working programme included meeting with Indian business around attracting investment, with a focus on ICT SMMEs, and investigating how India's ICT start-ups fast track the conversion from innovation to commercialisation.

Of particular importance to NEMISA, was the engagements to explore creating a platform for the transfer of skills and

skills development for South Africans (from India). This will include collaborating with relevant Indian institutes that have similar mandates to NEMISA.

#### 1st India-South Africa Joint Working Group (JWG) meeting on ICT

The first India-South Africa JWG meeting on ICT was held on 27 November 2017 in New Delhi. Discussion points included:

- Industry-to-industry cooperation
- Cooperating in the area of human resource



## Article continued: International collaboration working towards SDGs

- development and capacity building
- Possibilities for joint research and innovation
- Cooperating in the areas of e-governance and the Digital India programme; e-health, e-skills and telemedicine; free and open source software (FOSS), and Cyber Security

This is part of creating a BRICS Institute for Future Networks.

### ICT in India

India has developed a strong ICT industry, second after China in the BRICS context. The country is also the largest exporter of computer scientists and engineers to the USA. India is one of the top 5 highest trading partners to South Africa. ☑

**? What is an e-skill (digital skills)?** An e-skill is more than knowing the basics of how to use a computer (computer literacy). **An e-skill means being able to use technology effectively to add benefit to your life – to actively take part in the world and move ahead.**

## e-skills policies

## Moving towards iNeSI

### Cabinet has approved the iKamva National e-Skills Institute Bill of 2017 (iNeSI Bill)

As part of promoting the use of ICTs to build an inclusive economy, on 1 November 2017 Cabinet approved the iKamva National e-Skills Institute Bill of 2017 (iNeSI Bill).

The next stage is for the bill to be gazetted for public consultation and comment. See [www.greengazette.co.za/notices/i-kamva-national-e-skills-institute-bill-invitation-for-public-comment-on-the-ikamva-national-e-skills-institute-bill\\_20171108-GGN-41233-01227.pdf](http://www.greengazette.co.za/notices/i-kamva-national-e-skills-institute-bill-invitation-for-public-comment-on-the-ikamva-national-e-skills-institute-bill_20171108-GGN-41233-01227.pdf) for further details on this.

Following are comment from the Cabinet Statement document:

"The iNeSI Bill provides for the establishment of iNeSI as a public entity with its own enabling legislation, to address the e-skills shortage that hinders investment, socio-economic development and capacity development in the country.

This will establish ICT production hubs in each province, which will then assist iNeSI to develop and design relevant programs and training material, promote and undertake innovative research, and provide research capacity to postgraduate students." ☑



 **iNeSI**  
Ikamva National eSkills Institute

## Promoting e-skills

## Developing awareness around e-skills and e-astuteness

**e-Skills engagement at AfricaCom 20/20 in the Western Cape  
ICT for Rural Development CoLab at Eastern Cape ICT Summit  
Graphic design e-skills for Gauteng entrepreneur marketing  
Supporting Empilisweni Centre, Eastern Cape, through e-skills training  
Promoting animation e-skills at Ekasi Tech and Gaming Festival  
Supporting launch of National Cyber Security Portal, Eastern Cape**

South Africans are surrounded by technology – even in deep rural areas where mobile phones have become prerequisite. However, a leap needs to be made where people from all sections of society become aware of entry-level and other e-skills needed to use technology.

There is a requirement for ongoing practical awareness of what effectively using the technology can do for individuals, for communities, and for others groups, organisations and businesses. Furthermore, there needs to be an understanding around the terminology and discourse so that people can create learning pathways for themselves –

whether they are employed, entrepreneurs, or at school.

People should understand the benefits and the e-skills environment. People also need to see the benefit of dedicated ICT (smart) centres at local levels and how these can be part of the ecosystem to uplift e-skills in South Africa.

As a catalyst and as the developer of the national multi-stakeholder collaborative network for e-skills, NEMISA and the provincial CoLabs need to promote their work and services. This includes promoting e-skills and e-astuteness across all target audiences, including the general public.

### e-Skills engagement at AfricaCom 20/20 in the Western Cape

20<sup>th</sup> Anniversary  
**Africa  
Com**

NEMISA CEO, MS Mymoena Ismail, participated in a panel discussion at AfricaCom 20/20 on 9 November 2017. The AfricaCom 20/20 stage was the centre of the Technology Arena at the AfricaCom Conference.

The conference, associated exhibition, and awards ran from 7-9 November 2017 in Cape Town.

**About the panel discussion:** The theme was 'How can digital skills development keep up with the pace of digital transformation?'. It looked at the following questions.

- Is the pace of technology adoption attributed to the pace and effectiveness of education?
- Education programmes from the individual to

nationwide

- Platforms and services for improving digital skills
- Changing the mindset in a risk averse culture
- Government involvement

#### About AfricaCom

AfricaCom is Africa's largest technology, telecoms and media event. It celebrated its 20th anniversary in November 2017.

There was a brand-new Technology Arena focusing on what the future holds for forward-thinkers. The focus is on new technology. AfricaCom 20/20 is a new show floor item dedicated to accelerating Africa's digital transformation through discussions.

### ICT for Rural Development CoLab at Eastern Cape ICT Summit



ICT for Rural Development CoLab stand at the Eastern Cape ICT Summit.

The ICT for Rural Development CoLab, based at Walter Sisulu University, promoted the various activities of the CoLab at the 13th annual Eastern Cape ICT Summit. The event was held in East London from 23 to 24 November 2017.

The theme was 'Connected Digital Development'. Topics included:

- Digitising government
- Big Data, Big Cure, and cloud challenges for health digital management
- Broadband roll-out



**Article continued: Developing awareness around e-skills and e-astuteness**

- Enterprise development and business partners in ICT
- The disruptive importance of new technologies and how media corporations are parking the trend

Presenters and panellists included Mr Rudi Matjokana (Microsoft), Dr Setumo Mohapi (CEO SITA), Ms Nonzwakazi Gumede (CIO: Eastern Cape Department of Health), Mr Jongi Stuurman (ICT Manager: Buffalo City Municipality), and Mr Godfrey Motsa (CEO: MTN South Africa).

There was also a parallel 2-day Learning Academy covering training in Molex Cabling and training in software development lead by Software AG.

The Eastern Cape e-Skills CoLab had an exhibition stand which was visited by many interested conference delegates. "The summit was a vibrant and invigorating event, attended by over 400 delegates," said Ms van der Merwe, Acting Coordinator for the e-Skills CoLab. "It provided an opportunity to showcase the work of the ICT for Rural Development CoLab and engage with representatives from government, business, education, and civil society. We were especially motivated by the number of young people visiting our stand to find out more about our work."

The summit was also attended by NEMISA Board member Ms Ncedi Mkhali and NEMISA Marketing Officer Ms Victoria Tau and Radio Facilitator Ms Bongiwe Kubheka.

**About the 13th annual Eastern Cape ICT Summit**

The event is a space for business development opportunities through matchmaking sessions, as well as a platform to discuss topical ICT issues, trends and innovative ideas within the public and private sector.

The audience includes representatives from government (including municipalities), business, education and civil society.



ICT for Rural Development CoLab stand at the Eastern Cape ICT Summit.

**Graphic design e-skills for Gauteng entrepreneur marketing**

NEMISA's inhouse Creative New Media (CNM) team presented on 'Advanced Digital Skills Training for SMMEs' at a 1-day ICT Youth Bootcamp on 15 November 2017 in Johannesburg.



**Aim:** The initiative aimed to empower young entrepreneurs by exposing them to companies that have the potential to give them skills and training to help the entrepreneurs' businesses. The bootcamp provided a platform for influencers within the South African ICT industry, government and its agencies, youth ICT innovators, young professionals, and youth-owned SMMEs. The idea was to explore, through discussions and workshops, strategic ways to grow the entrepreneurs' brands through digital platforms to compete locally and globally.

**Partners:** The bootcamp was a partnership between Abuti Rams Consultancy and the Standard Bank Incubator as part of the annual Global Entrepreneurship Week for rural and township SMMEs. NEMISA's CNM team was a presentation partner.

**CNM presentation:** This involved presenting on what NEMISA does overall in terms of providing a framework for e-skilling the nation. There was also a discussion on the role NEMISA can play in training entrepreneurs on graphic design skills to assist them in marketing their businesses more effectively.



Article continued: [Developing awareness around e-skills and e-astuteness](#)

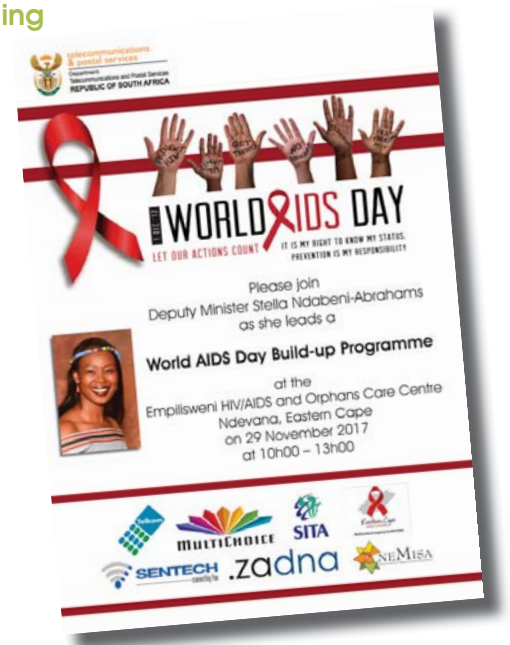
## Supporting Empilisweni Centre, Eastern Cape, through e-skills training

NEMISA and the ICT for Rural Development CoLab supported the Department of Telecommunications and Postal Services Deputy Minister, Ms Stella Ndabeni-Abrahams, in the World AIDS Day Build-up Programme. This was on 29 November 2017 at Empilisweni HIV/AIDS & Orphans Care Centre, Ndevana, Eastern Cape.

**About Empilisweni:** Empilisweni started in 1999 as a community outreach project and was registered in 2002 as an NPO. It provides support to people living with HIV and their families, TB patients, orphans and vulnerable children, child-headed households, the elderly, and victims of gender-based violence and domestic abuse. The organisation wants to create a computer centre for the community. (There are no ICT facilities in the village.)

**NEMISA engagement:** The NEMISA National CoLab Coordinator, Ms Fumane Diseko-Biagini, gave a message of support as part of the programme. A number of other state-owned enterprises also gave messages of support.

**Future plans:** The ICT for Rural Development CoLab, based at Walter Sisulu University, aims to train 10 Empilisweni staff members in e-literacy. This will be done through the eSkills4All course.



## Promoting animation e-skills at Ekasi Tech and Gaming Festival



The Ekasi Tech and Gaming Festival was held on 30 October 2017 in Soweto, Gauteng. It included presentations.

**About the festival:** It is positioned as a platform for entrepreneurs determined to disrupt the ICT sector, including discussions examining the township readiness for the imminent 4th Industrial Revolution. It aims to address inclusion of black youth and black SMEs in the digital economy and digital society.

**Creative New Media engagement:** NEMISA's Creative New Media team presented on animation e-skills and the training available. They also conducted hands-on engagement with students, parents, teachers, and other exhibitors.

## Supporting launch of National Cyber Security Portal, Eastern Cape

The ICT for Rural Development CoLab supported the DTPS Cyber Security Hub and the Department of Telecommunications and Postal Services Deputy Minister, Ms Stella Ndabeni-Abrahams, at the Eastern Cape launch. This was on 6 December 2017 at a workshop followed by a gala dinner at the Regent Hotel in East London.

**NEMISA engagement:** The Acting CoLab Coordinator, Ms Lorna van der Merwe, gave a message of support at the

gala dinner. A number of other state-owned enterprises were included, as well as the Provincial Cyber Security Task Team of which the CoLab is a member.

**Current activities and future plans:** The ICT for Rural Development CoLab, based at Walter Sisulu University, is working with the provincial team to roll-out cyber security awareness training in the province. ☑

## Developing e-skills definitions and frameworks

### e-Skills part of ecosystem for a knowledge society

South Africa has progressed, with the rest of the world, to understanding the need for e-skills (digital skills). These skills are critical in the digital ecosystem, such as the broadband environment. Developing infrastructure is only a part of a many-sided solution to creating an ecosystem for a knowledge society. There also needs to be services, the knowledge of how to use the infrastructure and services effectively (e-skills), and more.

This is recognised in the National Integrated ICT Policy White Paper and the National Development Plan. It is also recognised globally. (See Policy paper - Digital Skills and Inclusion Policy, UK [[www.gov.uk/government/publications/digital-inclusion-and-skills-policy/digital-skills-and-inclusion-policy](http://www.gov.uk/government/publications/digital-inclusion-and-skills-policy/digital-skills-and-inclusion-policy)], and Policies - Get Involved in the Digital Skills and Jobs Coalition, European Commission [<https://ec.europa.eu/digital-single-market/en/get-involved-digital-coalition>].)

## Second Digital Skills Framework Validation Workshop – DSF 2.0



Delegates from the Second Digital Skills Framework Validation Workshop.

As part of the ongoing process of consultation, a Digital Skills Framework Validation Workshop was held on 27 September 2017 in Vereeniging, Gauteng. The initiative was hosted by the e-Literacy and e-Business (knowledge economy and e-social astuteness) e-Skills CoLab, based at the Vaal University of Technology.

In the previous workshop, participants had agreed that the 'Digital Skills Framework One' (DFS1) can be used as a tool to facilitate discourse and intervention regarding digital skills development across sectors. It would also enable the various sectors to take responsibility for developing their own digital skills profiles.

## Creating a common vision – the digital skills framework

### Second Digital Skills Framework Validation Workshop – DSF 2.0

#### Partnerships needed to meet goals

Another national and global understanding is the need for partnerships. In fact, Goal 17 of the United Nations Sustainable Development Goals (SDGs) is around revitalising partnerships. South Africa has large goals and success relies on working together. This is a driving force for NEMISA. We aim to bring stakeholders together to work in alignment - collaboration for impact.

#### Speaking a common language

One of the areas needed to drive human capacity development in e-skills is agreed-upon definitions and a framework. NEMISA's provincial e-Skills CoLabs have been working, with stakeholders, on this. If we are to achieve success, we need to speak a common language and have a common vision.

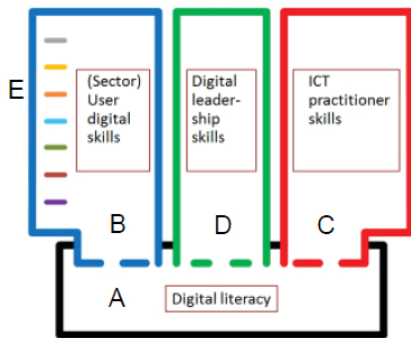
#### DSF 2.0 aims:

- Reflect upon the different e-skills and digital literacies needed currently and for the future.
- Map what is being done and where more effort is needed.
- See where collaboration between actors is possible.
- Develop a common understanding of e-skills and digital literacy in South Africa.
- Provide content-driven support to practitioners and policy makers.

**Facilitator:** The validation process was again facilitated by Dr Ilse Marien, senior researcher from imec-SMIT, Free University of Brussels.



Article continued: **Creating a common vision – the digital skills framework**



Summary of the Digital Skills Framework

**Participants:** There were representatives from business, civil society, ICT vendors, academia, and government. There were also representatives from the provincial e-Skills CoLabs, including

- e-Inclusion and Social Innovation CoLab, based at the University of the Western Cape
- Connected Health CoLab, based at the University of Limpopo
- Knowledge-based Economy and e-Social Astuteness (e-Literacy) CoLab

**Workshop content:** There was a mapping process, looking at the type of skills and digital literacies that organisations and individuals focus on. Participants identified and prioritised challenges (when using the Digital Skills Framework in practice). They also considered possible solutions.

**Outcomes:** Following are some of the workshop outcomes.

- Most organisations work on different types of skills (e-leadership skills, digital literacies, sector user skills, and ICT-practitioner skills). They also work on the underlying competencies of digital skills (such as communicating and handling information to problem-solving, work and learning, and creating).
- The following challenges were defined:
  - **Access to and cost of accessing the internet:** This includes low network coverage, no offline access to content, and not taking the socio-economic conditions of the population into account.
  - **Funding:** This appears to be a challenge across the board – from funding for equipment, content, and data to funding for training (especially in rural areas) and for scaling. This impacts sustainability for centres and programmes.
  - **Assessment:** We need to monitor and evaluate

## Concepts from the Digital Skills Framework

Basic digital skills types	
<b>digital literacy (or e-literacy)</b>	This involves more than the very basic level of digital skills and includes media and information literacy. It's the ability to have purposeful and meaningful objectives using those basic digital skills.
<b>(sector) user skills</b>	These can be general, sector-specific or profession-specific. These e-skills move beyond digital literacy, the outcome being that people perform the job or profession in a better or more efficient way.
<b>ICT practitioner skills (also called 'ICT professional skills')</b>	These are e-skills for developing and implementing technologies ie professions in the ICT field. The outcome of the e-skills is an ICT object or result, such as a programme, application, service, functionality. It also includes spectrum management.
<b>e-leadership / digital leadership skills</b>	e-Leadership skills are the capabilities needed to exploit opportunities provided by ICT, notably the internet, digital devices and the new media.

assessment processes. We also need to show what impact has been made already.

- **Access to hardware:** This covers a range of issues eg not enough equipment in centres, outdated hardware and software, and the difficulty of maintaining hardware in rural areas.
- **Public-private partnerships:** Some of the challenges here include working out the balance between competition versus collaboration with stakeholders, and the lack of communication between government departments.
- **Management and organisation:** This point looks at the challenge around management buy-in and the lack of responsiveness from provincial and national organisations.
- **Marketing and clarity:** There needs to be more marketing, with a proper rollout plan to develop understanding of the DSF within communities.
- **Skills of learners:** There are numerous challenges here, such as: multiple languages; different levels of literacy, and lack of understanding of how e-skills can assist individuals and communities
- **Attitudes of learners:** Baseline users need to overcome an initial fear of technology. →

## Article continued: Creating a common vision – the digital skills framework

- **Programmes:** Solutions need to be flexible because content is constantly evolving. There was also discussion around how to improve the current e-skills programme.
- **Facilitation:** There is a need to redefine the facilitator's role, especially in rural areas. This includes defining baseline skills.

### Some of the possible solutions

Funding and assessment were seen as intrinsically linked:

- There is a need to demonstrate achievement and then get funding for the next step.
- It's important to develop an online national assessment (portfolio of evidence)
- Equally, it's important to develop an impact assessment tool
- Stakeholders need to consider 'motivational rewards' to motivate learners to move to the next level

- Another important area to develop is the creation of a national database of funders, assessors etc.

If e-skills training is to happen on a massive scale, there needs to be extensive communication and participation between private training centres and CoLabs. Organisations also need to develop workplace training centres.

To overcome differences in languages, skills levels, training capacity and differing levels of access (to content, hardware, etc), modular courses should be developed, personalised to user needs.

South African mindsets and attitudes need to change. This starts with more marketing and communication to the target markets. This includes marketing the benefits of e-skills and e-astuteness, as well as promoting NEMISA and the e-Skills CoLabs. ☑

## The provincial e-skills CoLabs

The provincial e-skills CoLabs are based at universities. Each leads in a specific area in e-skills:

- **e-Inclusion and Social Innovation CoLab**, based at the University of the Western Cape
- **e-Enablement for Effective Service Delivery CoLab**, based at Durban University of Technology
- **ICT for Rural Development CoLab**, based at Walter Sisulu University
- **Creative New Media Industries** in-house training based at the National Electronic Media Institute of South Africa (NEMISA) central office, Gauteng
- **Connected Health CoLab**, based at the University of Limpopo
- **Knowledge-based Economy and e-Social Astuteness (e-Literacy) CoLab**, based at the Vaal University of Technology
- **e-Agro-Tourism CoLab**, based at the North-West University



### Contact NEMISA

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- PO Box 545 Auckland Park, Johannesburg, 2006
- 21 Girton Road, Parktown, Johannesburg, 2193

## e-Skills training interventions

## From provincial to national – e-skills interventions for national impact

Web 2.0 training intervention in Nqutu, KZN  
Online netiquette presentation at UKZN  
Training for sector users – strategic marketing  
Training for sector users – conducting a survey

This is a technology-driven world. For South Africa to be globally competitive, it needs to make sure the country is part of the fast-changing world. Part of the solution is developing human capacity in e-skills (digital skills).

NEMISA's vision is for South Africa to be an e-skilled society by 2030. This echoes the National Development Plan, as well as other national policies such as the National Integrated ICT Policy White Paper. To achieve an e-skilled society, NEMISA provides a national integrated e-skills development framework for sustainable socio-economic

development in South Africa.

The provincial e-Skills CoLabs are part of this framework, developing and aligning training and education interventions. This ensures ICT education and training expertise, infrastructure, and courses deliver the needed e-competence development.

Following are training initiatives that have been conducted by the e-Enablement for Effective Service Delivery CoLab, based at Durban University of Technology (DUT).

### Web 2.0 training intervention in Nqutu, KZN

A 3-day Web 2.0 training intervention was conducted by the e-Enablement for Effective Service Delivery CoLab. It ran from 16-18 November 2017. This intervention aims to promote the intelligent and efficient use of technology and to improve productivity by making use of Web 2.0.

**Delegates:** There were 50 delegates from Nqutu, KwaZulu-Natal (KZN). This is considered a deep rural area.

#### About Web 2.0 and course content:

Social media refers to new wave of web-based applications, collectively known as Web 2.0. These applications rely on the concept of the user as a producer of content. The course is an introduction to Web 2.0 and Social Media. Among other areas, it looks at:

- Social networking sites and communication
- Privacy, intellectual property and access to social media
- Social media tools and services
- Tagging and social bookmarking
- Online netiquette



Delegates from the Web 2.0 training intervention in Nqutu, KZN.

**Article continued: From provincial to national – e-skills interventions for national impact**

## Online netiquette presentation at UKZN

The University of KwaZulu-Natal (UKZN) held its annual Exit Orientation and Graduate Recruitment Programme on 24 October 2017. This is hosted by the College of Health Sciences and Student Support Services. The programme consisted of a number of presentations preparing graduates for leaving university. Topics included joining professional councils, transitioning into the work place, and managing finances.

**Presentation:** Dr Surendra Thakur, Director of the e-Enablement for Effective Service Delivery CoLab, spoke on 'Online netiquette: Managing your digital footprint'. The aim was to develop graduates' e-skills knowledge of the online environment thus growing the human resource e-skills base for South Africa.

*Participants at the Online Netiquette presentation at UKZN.*



**About the audience:** 350 undergraduate final year students in UKZN's College of Health Sciences.

**About the course:** The 'Online Netiquette' presentation provides awareness and training around polite and professional email use in the workplace, as well as an individual's online presence.

## Training for sector users – strategic marketing

Through a partnership with MindSwitch, the e-Enablement for Effective Service Delivery CoLab conducted the 'Strategic Marketing' course from 20-28 November 2017.

**Aim:** The course purpose is to cultivate thinking around strategic marketing. It provides an integrated approach to marketing strategy and its broader role within the organisational planning process. It includes real-life work practices, case studies, assignments and presentations. The 5-day course also explores digital marketing and social media as a marketing platform.

**About the delegates:** There were 12 delegates – sector users and educators from the Marketing Department at Regent Business School, Durban. They ranged from middle to senior level.

**Certification:** Successful delegates received Certificates of Competence from DUT.



*Delegates from the Strategic Marketing course.*

## Training for sector users – conducting a survey



The e-Enablement for Effective Service Delivery CoLab hosted the 'How to Conduct a Survey' seminar

at DUT. This was a partnership with Statistics South Africa (Stats SA) and DUT. The 5-day course ran from 16-20 October 2017 and was facilitated by Stats SA.

**Aim:** To train delegates on creating a survey, including using online and technology tools as part of embedding technology into people's lives.

**About the delegates:** There were 20 delegates from academia and government.



**Article continued: From provincial to national – e-skills interventions for national impact**



*Delegates from the 'How to Conduct a Survey' seminar.*

**Course content:** Following are some of the areas that were covered.

- Survey design
- Building and collecting data
- Processing and analysing data
- Disseminating and archiving the results
- Evaluating the survey

**Certification:** Delegates received a Certificate of Attendance. ✓

## e-skills graduations

## Developing human capital in e-skills for a knowledge society

**Upington graduation for e-literacy and radio production**  
**Northern Cape / Southern Gauteng e-skills graduation for e-literacy**  
**KZN graduation for End User Computing**  
**Graduation for the Eastern Cape – Film and Television Learnership**

Driving a country forward means developing and uplifting all in the country. In line with national policies, NEMISA focuses on inclusion around e-skills (digital skills). Since technology has become essential to moving forward – be it in business

or life in general – marginalised communities cannot be left out. NEMISA and its CoLabs work to grow e-skills initiatives (from e-literacy to higher level and more specialised e-skills) through creating networks and partnerships.

### Upington graduation for e-literacy and radio production

The Knowledge-based Economy and e-Social Astuteness (e-Literacy) CoLab, based at the Vaal University of Technology, hosted two graduations on 31 October 2017.

**eSkills4All:** The CoLab graduated 57 people from an eSkills4All (e-literacy programme) that had been conducted in Upington. In 2016, the CoLab trained facilitators specifically for this purpose. The graduates received a VUT short learning course certificate.

**Radio production:** NEMISA's Creative New Media training – currently run through central office – graduated

14 people. The graduates, from the Northern Cape, had been training on Radio Production. These are employees working at local radio stations in the greater Northern Cape. They received their National Certificate in Radio Production. →

*e-Literacy and radio production graduates at Upington.*



Article continued: [Developing human capital in e-skills for a knowledge society](#)

## Northern Cape / Southern Gauteng graduation for e-literacy

On 3 November 2017, 115 people graduated from the Vaal community. Of the VUT service workers that have been training in e-literacy (Eskills4All), 17 people graduated. There was a total of 132 graduates. The Knowledge-based Economy and e-Social Astuteness (e-Literacy) CoLab has been conducting ongoing e-literacy training for the Vaal community and surrounds.



The Northern Cape / Southern Gauteng graduation ceremony.

## KZN graduation for End User Computing

On 4th October 2017, the graduation for the National Certificate: End User Computing (level 3) was held in Newcastle KwaZulu-Natal. This is a partnership between NEMISA and the e-Enablement for Effective Service Delivery CoLab, based at Durban University of Technology (DUT), as well as:

- DUT
- Majuba College
- Disabled People of SA (DPSA)
- Media, Information and Communication Technologies Sector Education and Training Authority (MICT SETA)
- Department of Health (DOH)

- Qualitas Career Academy
- Education, Training and Development Practices Sector Education and Training Authority (ETDP SETA)
- Department of Basic Education

The End User Computing course is a minimum of 1 year in length. It ran from March 2015 to February 2017. The National Certificate in IT: End User Computing at NQF Level 3, is intended for learners already employed or new learners entering the workplace, requiring End User Computing skills. The focus was on the disabled, unemployed, and youth in KZN. Certificates were given to 34 people.



KZN graduation for End User Computing.



Article continued: **Developing human capital in e-skills for a knowledge society**

## Graduation for the Eastern Cape – Film and Television Learnership

The graduation for the Eastern Cape – Film and Television Learnership occurred on 22 November 2017. There were 19 graduates who received a Certificate in Film and Television Production Operations. The learnerships ran from 12 October 2015 to 20 September 2016.

**Partners:** This was a partnership between NEMISA, Media, Information and Communication Technologies Sector Education and Training Authority (MICT SETA), and Eastern Cape Information Technology Initiative (ECITI). Learners

*Graduation for the Eastern Cape – Film and Television Learnership.*



worked at the following places – 043 Studios, Vamuch Multi-Media, and Ubuntu Barn Film.

**About the learners:** Learners had been recruited from the ECITI incubator programme and were based in Buffalo City Metropolitan Municipality.

**About the learnership:** The training method comprised face-to-face training (30%) and workplace learning (70%). The programme began with a skills bootcamp where learners trained on basic camera and editing skills. Learners received a stipend during the programme. ECITI, in the East London Industrial Development Zone, was the next face-to-face training site. As part of the programme, learners produced a public service announcement and a 5-minute film. All 19 learners completed the learnership programme to receive the full level 4 FET: Certificate in Film and Television Production Operations qualification.

**About the graduation:** The programme involved representatives from the partners, as well as a keynote address from the NEMISA Board. ☑

## Developing e-skills definitions and frameworks

Dr Siyabonga Cwele, Minister of Telecommunications and Postal Services, delivered the keynote address for GovTech 2017. The event started on 31 October 2017 in Durban. The development of ICT small, medium and micro enterprises (SMMEs) was a core focus.

Minister Cwele noted that SMMEs are important for sustainable development, growth and competitiveness. This

### 'Start Your Business' course in KZN

The e-Enablement for Effective Service Delivery CoLab, based at Durban University of Technology (DUT), conducted 'Start Your Business' Training. This was a partnership with DUT and the relevant municipality. It was facilitated by Sivuno Consulting with training in Zulu.

**Course aim:** The objective is to provide a structured training programme for marginalised people – those living in rural areas in particular the youth, women, people

## Partnerships with municipalities to develop SMMEs

### 'Start Your Business' course in KZN

echoes the National Development Plan which sees SMMEs as core for economic growth, including providing more jobs and creating an entrepreneurial environment. Minister Cwele called for more of the budget to be spent on SMMEs.

NEMISA and the provincial e-Skills CoLabs, in line with national priorities around SMME development, have been developing e-skills (digital skills) for SMMEs and entrepreneurs.

with disabilities, and the unemployed. The programme equips them with skills and the capacity to start and run their own businesses, with a strong emphasis on creative entrepreneurship.

**About the course:** The 5-day training course includes some of the following.

- Fundamentals of entrepreneurship and SMMEs
- SWOT analysis



## Article continued: Partnerships with municipalities to develop SMMEs

- Preparing operational and marketing plans
- Negotiations
- Financial plans
- Business plans

Digital skills are integrated into the course, for example setting up email accounts and e-learning materials. At a minimum, participants develop a framework for a bankable business plan.

**Richmond Local Municipality:** Training ran from 1-8 November 2017. There were about 21 delegates, mainly youth, with experience ranging from none to considerable experience.

**Mooi Mpfana Local Municipality:** Training ran from 13-17 November 2017. Delegates included youth and adults, with some delegates already having existing companies and contracts. ☑

*Delegates at the 'Start Your Business' course in KZN.*



### SMMEs registered following e-skills training intervention

Since 2016, the e-Literacy and e-Business e-Skills CoLab (Knowledge Economy and e-Social Astuteness) has been conducting e-skills interventions along with associated skills training. (The e-Skills CoLab is based at the Vaal University of Technology covering the Northern Cape/ Southern Gauteng.) The focus of the training is SMME and entrepreneurship development within the community, with youth as a priority. Courses include: eSkills4All (e-literacy), Goal2Work (interview 'toolkit'), and Introduction to Entrepreneurship. This is followed up with coaching and mentoring for SMMEs.

Following are the companies registered (or in the process of registering) as a result of the e-skills entrepreneurship training:

- Sharon Ramon, Dragon Forest (Pty) Ltd as an entertainment centre (gaming)
- Anelia Watt, Die Lekker Kuier Plekkie Gastehuis (Pty) Ltd
- Andrew Majavie, Majavie and Seuns (Pty) Ltd as a multi-purpose company focusing on construction and farming
- Karen Botes, Leslee Enterprises (Pty) Ltd as a multi-purpose company focusing on supplying basic needs to the community such as cleaning supplies
- Sarah Witbooi, Sida Joinery (Pty) Ltd for diamond mining
- Esther Nel, Pella Food Garden Primary Co-operative Limited to supply fruit and vegetables

Article continued: Partnerships with municipalities to develop SMMEs

## Welcome to NEMISA's new National CoLab Director


Ms Fumane Diseko-Biagini is NEMISA's new National CoLab Director. She has wide-ranging experience in different types of media, from journalism to content development and film making.

In the 2000s, she was employed by the South African NGO Coalitions as a Media and Communications Officer responsible for setting up and managing media systems for the United Nations World Conference Against Racism. Further work includes profiling projects for the United Children's Fund in South Africa, among many other things. Of particular note is her position at the City of Joburg as Stakeholder Liaison in the Office of the MMC of Group Corporate and Shared Services (2012-2014).

Fumane has a BA (Politics and International relations) and a BA Honours (Journalism). She graduated with a Masters in ICT Policy and Regulation at the University of the Witwatersrand. Her research for the Masters degree was 'Experiences of the Community Television Sector in the Migration to Digital Terrestrial Television in South Africa 2007-2014'.



**happy  
holidays**



**NEMISA** NPC  
National Electronic Media Institute of South Africa

NEMISA offices will be closed from 15 December 2017 to 4 January 2018.



## About NEMISA

**Unite around a common pillar to fight poverty and inequality, active citizenry, an inclusive economy, building capabilities, a capable developmental state and leadership working together to solve problems**

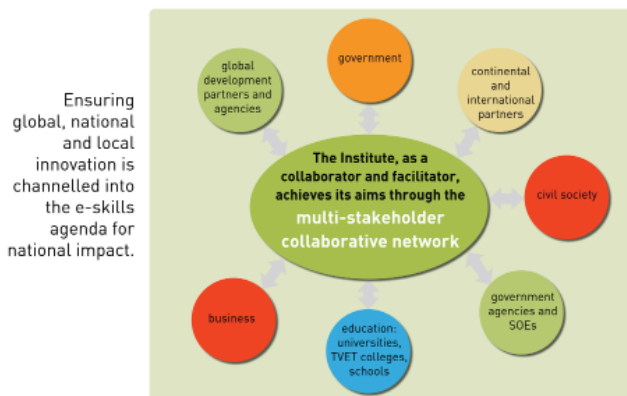
NEMISA is a globally-recognised collaborative model that allows stakeholders to sustainably meet South Africa's e-skilling objectives.

NEMISA is a national catalyst, facilitator and responsive change agent in the development of SA, within the globally evolving information and knowledge-based environment, by leading the creation of key e-skills development strategy, solutions, practices and implementation, to benefit the total population.

**Alignment to government policy:** The above objectives are aligned to the new broadband policy, South Africa Connect, and the National Development Plan 2030, among other national and international goals.

**Multi-stakeholder collaborative platform:** NEMISA provides a formal multi-stakeholder collaborative platform that aligns all stakeholders (business, government, civil society and education) with a common vision. This common vision ensures that e-skills initiatives are coordinated within a national framework, reducing duplication and increasing impact.

### multi-stakeholder collaborative network



**Five focus areas:** NEMISA primarily focuses on five components.

- Knowledge for innovation (research)
- e-Astuteness (teaching and learning)
- Multi-stakeholder collaboration
- Innovation
- Aggregation (monitoring and evaluation framework)

**Providing national, provincial and community level access:**

Through collaborative partnerships, NEMISA is organised on a national

#### Join NEMISA's network

As a national catalyst for the development of e-skills in South Africa, NEMISA calls on e-skills stakeholders to become involved in the integrated approach to e-skills development through our multi-stakeholder collaborative network.

#### Contacting NEMISA

For more information, contact [info@nemisa.co.za](mailto:info@nemisa.co.za).

level, a provincial level and a local community level. NEMISA's central office coordinates nationally and globally.

**The e-skills knowledge production and**

**coordination CoLabs (e-skills CoLabs):** These are situated at universities, with one in each province. There are currently 7 e-skills CoLabs:

- **e-Inclusion and Social Innovation CoLab**, based at the University of the Western Cape
- **e-Enablement for Effective Service Delivery CoLab**, based at Durban University of Technology
- **ICT for Rural Development CoLab**, based at Walter Sisulu University
- **Creative New Media Industries CoLab**, based at the National Electronic Media Institute of South Africa (NEMISA)
- **Connected Health CoLab**, based at the University of Limpopo
- **e-Literacy and e-Business (knowledge economy and e-social astuteness) CoLab**, based at the Vaal University of Technology
- **e-Agro-Tourism CoLab**, based at the North-West University

There will ultimately be nine e-skills CoLabs correlating to the nine South African provinces.

The e-skills CoLabs provide knowledge spaces for collaboration at a provincial level.



**Article continued: About NEMISA**

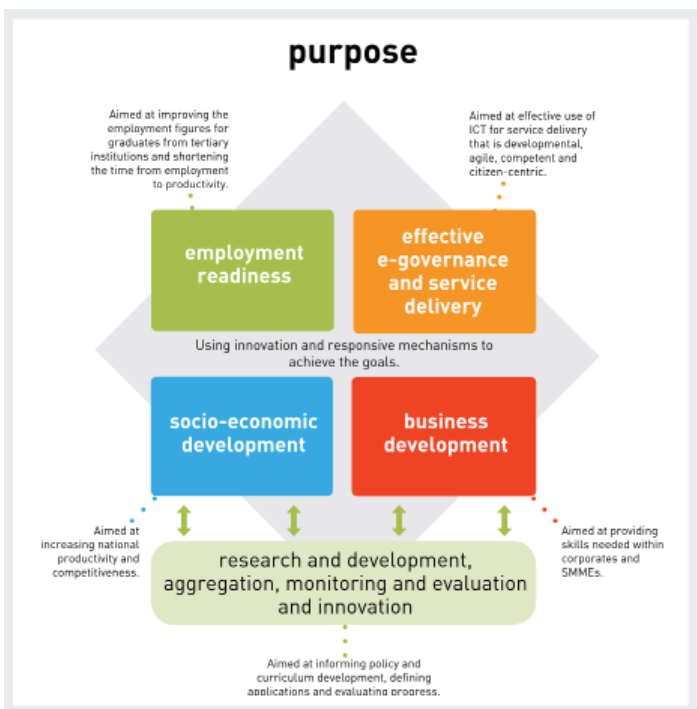
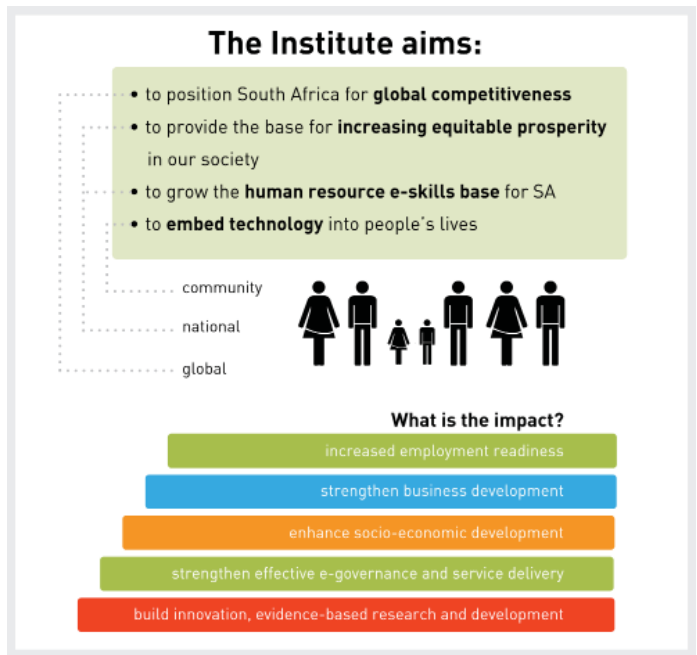
**Smart community knowledge production centre (smart centre):** These allow for interaction and coordination at a local community level. NEMISA's smart centre network is currently being developed across the country.

**NEMISA's national research network** is a multi-stakeholder collaborative network that focuses on knowledge for innovation (research).

NDP Priority Areas supported by NeSPA 2013
<b>Pillar 1:</b> Unite around a common pillar to fight poverty and inequality
<b>Pillar 2:</b> Active citizenry
<b>Pillar 3:</b> Inclusive economy
<b>Pillar 4:</b> Build capabilities
<b>Pillar 5:</b> A capable developmental state
<b>Pillar 6:</b> Leadership throughout society to work together to solve problems

**Wide-ranging opportunities for business:** NEMISA's positioning and organisational model provides numerous opportunities for businesses to engage effectively within the e-skills space:

- There is high-level government engagement. This is integral to developing the e-skills agenda and ensuring that national and provincial policies, as well as all stakeholder decisions, reflect a common goal.
- Business corporate social investment (CSI) has an elevated impact that is aligned with national priorities. The elevated impact and the high-level government engagement allow businesses to position their individual CSI initiatives prominently to their stakeholder base, including the media.
- Businesses are given the opportunity to showcase their talents nationally, provincially and locally.
- Because of the inclusive national priority alignment within the NEMISA's multi-stakeholder collaborative network, businesses are able to position their work within a local context and a developing country framework.
- The link that NEMISA has with universities through its CoLabs and research network means that business can also align new approaches using the benefits of an academic environment and a research function.



- Most importantly, NEMISA provides an environment where CSI is part of a model where stakeholders work together – 'doing with' and not 'doing for'. ☑

## Taxonomy for e-skills

An e-skills taxonomy is more than just definitions. The e-skills agenda requires a shift in thinking with outcomes such as changes in policy. The terms used are part of creating the environment for this shift. Following are definitions for some of the words that form part of the e-skills taxonomy.

e-Astuteness	<p>The capacity to continuously appropriate the technology into personal work, education, business, social and family contexts for both personal and collective benefit.</p> <p>e-Astuteness is defined as a knowledgeable capacity, based on personal and interpersonal skills, that involves:</p> <ul style="list-style-type: none"> <li>• Understanding people and situations</li> <li>• Building alignment and alliances</li> <li>• An acute understanding of strategic direction</li> <li>• Applying strategic behaviour</li> </ul> <p>e-Astuteness allows individuals to take personal advantage of ICT in social or economic situations, through the appropriate e-skills. (Building social connections is an example of a social situation and obtaining a job or starting a business is an example of an economic situation.)</p> <p>e-Astuteness does not necessarily depend on formal education or high levels of literacy.</p>
e-Literacy (digital literacy)	e-Literacy (digital literacy) is the ability of individuals to use digital tools and facilities to perform tasks, to solve problems, to communicate, to manage information, to collaborate, to create and share content and to build knowledge, in all areas of everyday life and for work.
e-Skills	The ability to use and develop ICTs within the context of an emerging South African information society and global knowledge economy, and associated competencies that enable individuals to actively participate in a world in which ICT is a requirement for advancement in government, business, education and society in general.
e-Social astuteness	<p>e-Social Astuteness is defined as the use of ICT and e-skills for more astute ways of people interacting with others, which include:</p> <ul style="list-style-type: none"> <li>• Social interactions</li> <li>• A level of awareness and understanding of diverse social situations</li> <li>• The various alternatives open to them for response</li> </ul> <p>e-Astuteness focuses on individual benefit whereas e-social astuteness focuses on interacting with others for group benefit.</p>

### What is an e-skill?



### Official South African definition (from the National e-Skills Plan of Action)

The ability to use and develop ICTs within the context of an emerging South African information society and global knowledge economy, and associated competencies that enable individuals to actively participate in the world in which ICT is a requirement for advancement in government, business, education and society in general.