NeMISA NPC
National Electronic Media Institute of South Africa

e-skilling the nation

13

Newsletter

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UNIVERSITY OF LIMPOPO

The Institute news

New leadership for NEMISA changing to INeSI (the Institute)

NEMISA changing to INeSI (the Institute) welcomes the appointment of the following people:
- Ms Mymoena Ismail as CEO
- Ms Rahimoonisha Abdool as CFO

The Institute board includes the following non-executive directors:
- Prof Walter Theophilus Claassen (Chairperson)

- Mr Thami ka Plaatjie (reappointment and Deputy Chairperson)
- Prof Manoj Maharaj
- Ms Sarienne Rana Kersh
- Ms Nelisiwe Gloria Mkhaliphi
- Mr Phuthi Nehemia Phukubje
- Ms Alina Thandiwe Mfulo
- Mr Moraka Lucas Mello (reappointment) ☺

Contact The Institute

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The provincial e-skills CoLabs

The provincial e-skills CoLabs are based at universities. Each has a focus on a specific area in e-skills:
- **Western Cape e-Skills CoLab:** e-Inclusion and Social Innovation, based at the University of the Western Cape
- **KwaZulu-Natal e-Skills CoLab:** e-Enablement for Effective Service Delivery, based at Durban University of Technology
- **Eastern Cape e-Skills CoLab:** ICT for Rural Development, based at Walter Sisulu University
- **Gauteng e-Skills CoLab:** Creative New Media Industries, based at the National Electronic Media Institute of South Africa (NEMISA)
- **Limpopo e-Skills CoLab:** Connected Health, based at the University of Limpopo
- **Northern Cape/Southern Gauteng e-Skills CoLab:** e-Literacy and e-Business (knowledge economy and e-social astuteness), based at the Vaal University of Technology
- **North West e-Skills CoLab:** e-Agro-tourism, based at the North-West University

The Institute news

e-Skills Development Plan to support broadband in the Eastern Cape

Digital Opportunity in SA's broadband policy, SA Connect
"Let's give our people the e-skills and opportunities to rise up from poverty, to rise up from unemployment, to rise up from illiteracy and innumeracy, to rise up from discrimination – to take their rightful place as equals in the new world in the cloud and in the connected world."

This was part of the 'Digital Opportunity: Broadband Skills

Development in the Eastern Cape' Workshop welcome address by Ms Lorna van der Merwe, Acting Coordinator, Eastern Cape e-Skills CoLab: ICT for Rural Development. The event was held in East London on 12 October 2016.

Understanding Digital Opportunity
Digital Opportunity is one of the pillars of South Africa Connect, the country's broadband policy. The policy is

Article continued: e-Skills Development Plan to support broadband in the Eastern Cape

a four-pronged strategy. It looks at both supply and demand interventions. Digital Opportunity looks at creating demand and increasing the use of broadband and its services.

The benefits from the use of broadband are a significant part of social and economic development. Access to broadband and its services can revitalise the economy, as well as improve citizenship and democracy in the digital age.

This pillar includes e-skills as a necessary part of the broadband strategy – that e-skills are needed for people

to use broadband and to create the opportunities that broadband brings.

'Digital Opportunity: Broadband Skills Development in the Eastern Cape' Workshop

The workshop focus was on planning for e-skills development in the Eastern Cape. Previously, the Eastern Cape e-Skills CoLab was asked to compile a provincial skills development plan. The aim is to outline priority skills for broadband use and infrastructure rollout.

In response, a draft Terms of Reference was submitted. Discussions around the document were a key part of the workshop.

The workshop was hosted by the e-Skills CoLab, based at Walter Sisulu University, in collaboration with:
- The Office of the Premier Human Resource Directorate
- The Provincial ICT Working Group (which houses the Provincial Broadband Steering Committee)
- The Eastern Cape Socio Economic Consultative Council (ECSECC)

Participants from across government, education, business and civil society
Around 40 delegates met to discuss the development of a provincial e-skills plan that responds to the socio-economic ills of poverty and unemployment. The delegates included representatives from the public and private sector, including

? What is ICT? ICT stands for information and communication technology.

What is an e-skill (digital skills)? An e-skill is more than knowing the basics of how to use a computer (computer literacy). While it's essential to be computer literate, the important question is: what can you do with that? An e-skill means being able to use technology to add benefit to your life – to actively take part in the world and move ahead.
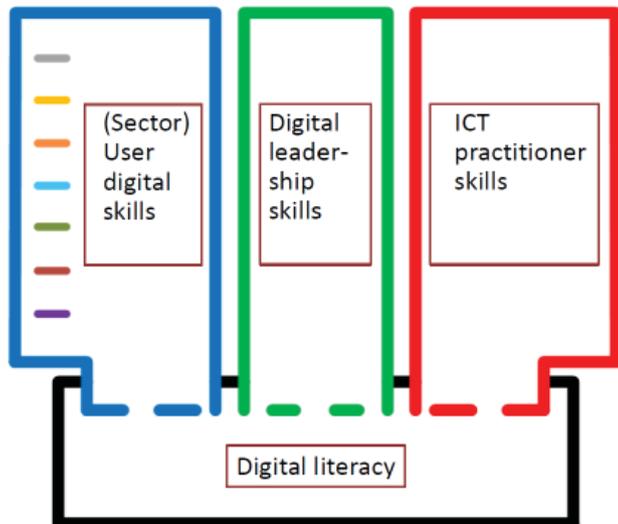
**What is broadband?** Broadband means fast, always-on access to the internet.

Delegates from the 'Digital Opportunity: Broadband Skills Development in the Eastern Cape' Workshop

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Article continued: e-Skills Development Plan to support broadband in the Eastern Cape

The e-Skills Framework for Digital Skills Development and Planning
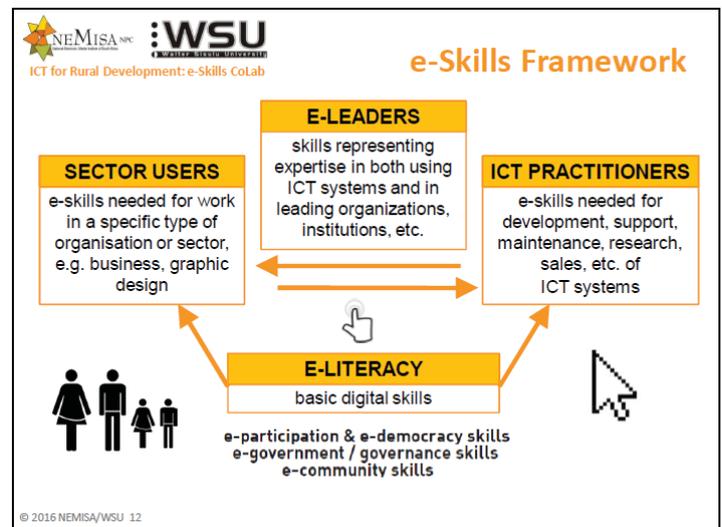
provincial government departments, universities, TVET colleges, telecommunications and ICT solutions companies. (TVET stands for Technical and Vocational Education and Training.)

Key points from the presentations
*T*he programme was run by Mr Ayanda Dlomo from the Eastern Cape Department of Economic Development, Environmental Affairs and Tourism (DEDEAT). The following provides insight into some of the presentations:

- **Placing the workshop in the context of the provincial broadband masterplan and SIP skills planning (ECSECC, Mr Chris Motsilili):** Speaking on behalf of the Provincial ICT Working Group, Mr Motsilili reported on the status of provincial activities related to the broadband roll-out. This will initially see the connection of up to 1400 sites in the OR Tambo Municipal District. The majority of these will be schools and clinics. "The development of skills to enable people to effectively utilise connectivity must proceed, even though the implementation is delayed," he said.
- **Update on SIP 15 national implementation (CSIR Meraka Institute, Mr Zaaid du Toit):** Mr du Toit, a member of the national SIP15 team, said that the skills deficit between government's infrastructure provision and competencies on the ground must be bridged urgently. Experience has shown that change management training for administrators and managers will be crucial for the project's success.
- **The changing nature of work (NEMISA changing to**

INeSI (The Institute) Chairman, Prof Walter Claassen): Prof Claassen spoke on topics such as Industry 4.0 and the gig economy. A specific focus was the need to up-skill and re-skill current and future labour markets with e-skills in the face of an ever-shifting digital work environment.

- **Provincial employment projections, development priorities and general skills Needs (ECSECC, Mr Tebogo Qholosha):** ECSECC Sector Development Specialist, Mr Qholosha, said a major and concerted effort was needed to address unemployment by training people with the requisite marketable skills – "The people in the province must be trained to keep up or participate in the ever-shifting paradigm of work that needs and demands e-skills. We must initiate a skills development drive that recognises provincial development priorities and skills needed in the contemporary and future labour market."
- **The e-Skills Framework the e-Skills Terms of Reference for the development of a provincial Broadband skills plan (The Institute Chairman, Prof Walter Claassen):** Newly-appointed The Institute board chairman, Prof Claassen, said that the e-Skills CoLabs are part of a national programme for e-skills development and work with multiple role-players in achieving their objectives. "Skills development plans and e-skills planning should go hand in hand. This approach also calls for e- skills development which is linked to a more comprehensive framework of e-skills," said Prof Claassen. He elaborated on the e-Skills Framework which contains four pillars:

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Article continued: e-Skills Development Plan to support broadband in the Eastern Cape

Basic Digital Literacy Skills, Sector User Skills, ICT Practitioner Skills (based on SFIA) and e-Leadership Skills. *(Source for presentation points: WSU website www.wsu. ac.za/waltersisulu/index.php/10389/)*

"The workshop closed with animated and robust discussions facilitated by Mr Dlomo from DEDEAT," says Ms van der Merwe. "The tangible enthusiasm for the project and support for a collaborative approach going forward bode well for the future of e-skills planning in the province."

The outcomes will be reported on at a later date. ☺

Delegates participating in the 'Digital Opportunity: Broadband Skills Development in the Eastern Cape' Workshop.

The development of the e-skills plan to support the Eastern Cape broadband rollout
The terms of reference (to create an e-skills plan to support the Eastern Cape broadband rollout) provides an outline of how this will be done. The graphic explains the process:

- Research on the current and potential future regarding the work environment and the role of broadband and the opportunities and challenges presented
- Developing a provincial e-skills plan that aligns with the national e-skills framework

👆 e-skills development

Contributing to e-skills growth through private-public partnerships

Northern Cape/Southern Gauteng e-Skills CoLab partnership with Africa Human Capital Business Solutions
To assist with e-skilling South Africa so that we can become a digitally literate society and an information economy, NEMISA changing to INeSI (The Institute) draws on a number of focus areas. Multi-stakeholder collaboration is one of these. It's essential because the enormous challenge of e-skilling South Africa cannot be done by one entity alone.

Multi-stakeholder collaboration
Collaboration has many advantages. It ensures alignment, reduces duplication and increases impact. The model to e-skill South Africa involves partnerships with various entities. These range from civil society, government and its associated entities to education and business.

⏳ *to next page*

? **What is an information or knowledge society?** This describes a society based on creating, distributing and using information and knowledge.

It is a society with an economy where the use of information and knowledge becomes one of the most significant economic and cultural activities.

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Article continued: Contributing to e-skills growth through private-public partnerships

Partnering with private business, Africa Human Capital Business Solutions

In line with the e-skills model of multi-stakeholder collaboration, the Northern Cape/Southern Gauteng e-Skills CoLab: e-Literacy and e-Business (knowledge economy and e-social astuteness) has partnered with Africa Human Capital Business Solutions (AHCBS).

AHCBS is a privately registered company that develops ICT-related skills for private and public sector organisations. It is an accredited CompTIA and Certiport provider. The e-Skills CoLab is based at the Vaal University of Technology (VUT).

This public-private partnership now positions AHCBS as one of the CoLab's training centres (training providers) in Southern Gauteng, with a campus in Alberton, Johannesburg. This partnership will assist in developing e-skills (digital skills) in the country.

Pilot eSkills4All e-literacy programme for private sector partner: A pilot eSkills4All programme was run during July 2016. This e-skills development was for a targeted group of health-disadvantaged employees from one of AHCBS' clients. `

AHCBS provided the organisation, facilities and trainers. They also provided delegates with Notebooks. The NC/SG e-Skills CoLab provided the e-literacy programme licences for the delegates.

Outcome of the pilot: With the support and guidance of the CoLab, AHCBS successfully completed the eSkills4All programme during July 2016. A total of 18 delegates completed the curriculum relating to a 95% success rate.

About the e-literacy programme, eSkills4All
It is an 80-hour interactive training programme with five modules. It covers topics like operating a PC, Windows, file and folder management, Word, Excel, PowerPoint, internet and email.

South African context: The programme relates specifically to the South African market. South African examples, scenarios and characters are used. It also uses South African English and South African voice-overs.

Type of learning: Learners can work on their own or with a facilitator to guide them. There are interactive activities to promote self-paced learning. After every section, there is an interactive quiz which flags sections for review if necessary.

Standards: The training programme has been aligned to the SAQA NQF. It relates specifically to the 'End User Computing' qualification under the MICT SETA. In total 17 SAQA Unit Standards totalling 64 credits have been mapped, working from an NQF level 1 up to level 4. The assessment has also been accredited by the MICT SETA.

Wikus Van der Merwe, AHCBS Director, says that AHCBS will endeavour to promote this programme to all of its clients. Ms Antoinette Lombard, Director: NC/SG e-Skills CoLab, noted that the CoLab will continue to align the private partner, as well as receive progress reports for monitoring and measurement purposes.

eSkills4All graduates in the pilot partnership between the NC/SG e-Skills CoLab and Africa Human Capital Business Solutions.

The graduation: Delegates graduated from the programme on 19 October 2016. They received a VUT Short Learning Programme Certificate. The graduation ceremony was held at AHCBS' client head office.

It was attended by Ms Lombard, Dr Robert Martin (from VUT) and AHCBS leadership. Dr Martin gave a talk on the importance of public-private partnerships. "The pilot was a great success and we had very positive feedback from the delegates," says Ms Lombard. ☺

e-skills graduations

Developing e-literacy to support the National Development Plan vision

Graduations in the Northern Cape/Southern Gauteng

The Northern Cape/Southern Gauteng e-Skills CoLab: e-Literacy and e-Business (knowledge economy and e-social astuteness) has been conducting an e-literacy programme, eSkills4All, for 50 service workers at Vaal University of Technology (VUT). It is also busy developing e-skills in hundreds of youth from the Vaal community at the VUT Science and Technology Park in Sebokeng.

eSkills4All graduation ceremony for service workers and community youth.

Partnerships with civil society: VUT has partnered in the projects. This illustrates the nature of NEMISA changing to INeSI's (The Institute) model of multi-stakeholder collaboration. To ensure the e-skills development of 10 million citizens (as noted in South Africa's National Development Plan), entities across civil society, government to education and business need to be involved. Collaboration increases impact and reduces duplication.

About the training: The service workers programme ran from August 2015 until August 2016. The community youth programme ran from February 2016 to April 2016.

Graduation ceremony: On 31 October 2016, 45 service workers and 34 community youth were part of a graduation ceremony at VUT. They received a VUT Short Learning Programme certificate. The high-profile guests included:
- Mr Omega Shelembe, Deputy Director-General: SOC Oversight, Department of Telecommunications and Postal Services (DTPS)
- Ms Nosisi Madlanga, Chief Director: SOC Telecommunications, DTPS
- Various captains of industry
- VUT Vice-Chancellor Prof Irene Moutlana
- VUT Deputy Vice-Chancellor: Academic and Research, Prof KP Dzvimbo
- VUTCFO Mr Les Coetzee
- Various executive managers

About the VUT CoLab Centre in Sebokeng: This is one of the community e-centres that the NC/SG e-Skills CoLab has established throughout the Northern Cape and Southern Gauteng. These e-centres operate on a local community level and focus on training unemployed youth. (The CoLab currently has 6 of these centres.)

Feedback on the graduation: "The graduation ceremony was an exciting and fulfilling day for both the students who graduated, as well as the CoLab staff," says Ms Antoinette Lombard, Director: NC/SG e-Skills CoLab. "The collaborative nature of the e-skills work was further emphasised by Prof Moutlana when she advised the graduates to share their knowledge with their communities and churches."

During the ceremony, two graduates gave a message of gratitude. This included thanking VUT for not underestimating their intelligence. "This gives a clear message of the importance of e-skills and training and the type of personal impact it has on people," says Ms Lombard. ☺

e-skills development

Developing entrepreneurship e-skills to support economic growth in the Western Cape

Western Cape MediaTech Project developing sector user skills

Entrepreneurs are seen as engines of growth in developing countries. Entrepreneurs create businesses – contributing significantly to employment, gross domestic product (GDP) and developing the economy. (GDP is the monetary value of all finished goods and services produced within a country in a specific time period.) Entrepreneurs also inspire a culture of entrepreneurial development and innovation.

Article continued: Developing entrepreneurship e-skills to support economic growth in the Western Cape

2015 Global Entrepreneurship Monitor (GEM) survey
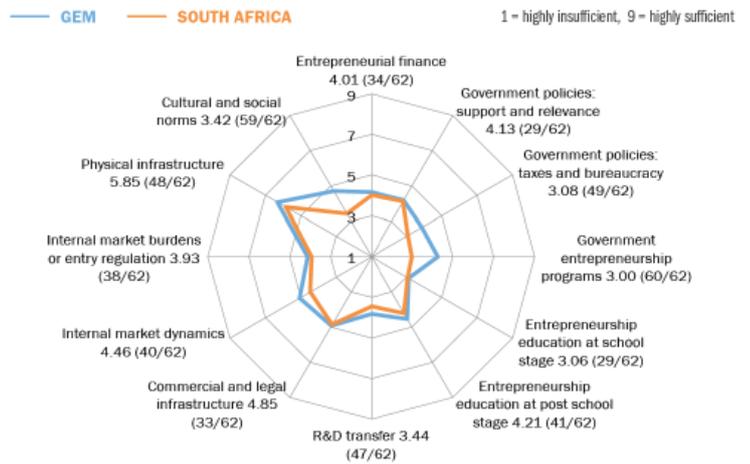The 2015 GEM survey results show that more support is needed to develop entrepreneurs in South Africa.

The 2015 Global Entrepreneurship Monitor (GEM) survey
The GEM represents the 17th year that GEM has:
• Tracked rates of entrepreneurship across multiple phases
• Assessed the characteristics, motivations and ambitions of entrepreneurs, and the attitudes societies have toward this activity.

The report covers results based on 601 economies completing the Adult Population Survey (APS) and 62 economies completing the National Expert Survey (NES). (*www.gemconsortium.org/report/49480*)

Expert Ratings of the Entrepreneurial Eco-system from the GEM 2015/16 Global Report.

The importance of entrepreneurship in South Africa
The National Development Plan projects that, by 2030, 90% of new jobs will be created in small businesses. In South Africa, entrepreneurs are positioned as a key development area. This is supported by the establishment of the Department of Small Business Development in 2014.

e-Skills to support entrepreneurs
The meaningful use of ICTs can play a significant role in developing entrepreneurs. Using ICT can improve efficiencies and productivity. It also opens up new opportunities in the local and global market. However, for many small businesses, the only technology available is their mobile device.

Range of different types of entrepreneurs
Entrepreneurs are not all the same. They vary from single person businesses that focus on survival to high-tech operations. They are also very different in the way they use digital technology and in their digital skills and capabilities (e-skills). This translates into having different needs regarding the type of e-skills training required.

Focus on the meaningful use of ICTs for purpose and context
e-Skills development needs to focus on the meaningful use of ICTs for specific purposes in a specific context – rather than training people to use digital tools. Design thinking-based approaches (such as Living Labs) are a solution for e-skills development and the co-creation of interventions, products and services.

The MediaTech Project rollout
Using a Living Labs approach, the MediaTech Project explores the context and conditions of ICT use of very small to medium size entrepreneur businesses. It looks at current business practices so as to develop a systemic approach to enhance mobile technology use. The aim is to improve their small entrepreneurial businesses by increasing the use of ICTs.

The process is very experiential. It also enables the team to gather research information and do skills transfer (in using mobile for business purposes).The MediaTech training highlights the importance of being active participants in the digital economy.

Partners: The MediaTech Project is a collaborative initiative between:
• The Western Cape e-Skills CoLab: e-Inclusion and Social Innovation
• The University of the Western Cape (UWC)
• The Bandwidth Barn in Khayelitsha, a social enterprise
• The collaborative initiative forms part of the FutureMakers programme, funded by Telkom and managed by Enterprise Room. *to next page*

Article continued: Developing entrepreneurship e-skills to support economic growth in the Western Cape

MediaTech in 2016: Last year, a pilot project was done mainly to understand the context in which micro and small entrepreneurs are doing business. The second phase focused mainly on assisting entrepreneurs in developing mobile skills to enable and support their business processes. Phase Two is nearing its completion. The training intervention consisted of 4 parts:

- The first stage was a Pilot Intervention involving a 1-day training programme on 12-13 September 2016. (Delegates were split into 2 groups.) The purpose was to test delegate responses to the newly-developed exercises and training approach. The delegates in the pilot intervention were chosen from the 2015 MediaTech project.
- The next stage was 'Train the Trainer' on 18 October 2016. The aim was to identify, coach and evaluate candidates. These individuals would then be involved in the rollout of the training intervention. The MediaTech training intervention involved the training of entrepreneurs on business and e-skills (digital skills). It ran from 27-4 November 2016. The intervention consisted of 3 groups, each trained for 2 consecutive days. In total, 50 entrepreneurs were trained.
- The final stage is 3 weeks of coaching. This is to assist entrepreneurs to integrate new learnings on business and technology into their own organisations. This is being run from 7-18 November 2016. Feedback and final evaluation of the impact of the training intervention will be concluded on 21 November 2016. ☺

About the living labs methodology
Living labs can be seen as a set of methods and an environment for taking the best advantage of user-technology reactions and interactions in the innovation process. It combines five basic elements:

- Active user involvement (ie empowering end users to have true impact on the innovation process)
- A real-life setting (ie testing and experimenting in the real world)
- Multi-stakeholder participation (ie the involvement of technology providers, service providers, relevant institutional actors, professional or residential end users)
- A multi-method approach (ie combining methods and tools from different fields eg psychology, sociology and strategic management)
- Co-creation (ie design cycles with different sets of stakeholders)

Participants at the 2016 MediaTech Project for entrepreneurs.

e-skills development

User and sector user e-skills for active participation in the world

e-Skills development in KZN

An e-skill means being able to use technology to add benefit to your life – to actively take part in the world and move ahead.

This broad definition highlights the need for people to be

What is an information or knowledge society? This describes a society based on creating, distributing and using information and knowledge.

It is a society with an economy where the use of information and knowledge becomes one of the most significant economic and cultural activities.

able to use technologies so that South Africa moves towards an information or knowledge society. This is outlined in the National Development Plan which aims for the e-skills development of 10 million people.

South Africa Connect, the broadband policy, defines the need for the supply and demand of broadband. A demand for broadband is created when there are people that have e-skills and can make use of the infrastructure.

The e-skills framework
There are various e-skills within the broader definition. The base level is digital literacy or e-literacy. There higher level e-skills can be broken into:

- User e-skills (e-skills that move beyond basic digital literacy such as using spreadsheets)
- Sector user skills (e-skills for work in a specific sector, organisation type or profession)
- ICT practitioner e-skills (for developing and implementing technologies ie professions in the ICT field)
- e-Skills leadership (representing skills in both using ICT systems and in leading organisations)

Developing human capacity in e-skills incorporates all of the e-skills. Because of the constant change in ICT, there is an ongoing need for e-skills development for both new skills and the upgrading of skills.

As part of NEMISA changing to INeSI's (The Institute) drive to e-skill South Africa, the KZN e-Skills CoLab: e-Enablement for Effective Service Delivery has been conducting e-skills (digital skills) training. This focuses on user e-skills and sector user e-skills to improve the competencies of university staff and students.

e-Skills (digital skills) for the digital world

The KZN e-Skills CoLab conducted a half-day workshop on e-skills (digital skills) for the digital world. This included looking at the opportunities available. The various

Delegates and facilitators at the half-day workshop on e-skills (digital skills) for the digital world

Article continued: User and sector user e-skills for active participation in the world

sessions ran from 20-22 and on 30 September 2016.

Audience: A combined total of 241 students were trained at the Gandhi Settlement, Berea Technical College, and Durban University of Technology.

Session content: The session covered a number of topics. These included:

- Introduction to the digital world
- Building your online presence
- Introduction to search engine marketing
- Introduction to mobile
- Showcasing digital opportunities through e-skills

  (using social media for business communication and how the technologies can help develop the organisation)

Business communication – professional development programme for secretaries

The KZN e-Skills CoLab, in collaboration with Durban University of Technology (DUT), has been running a programme to uplift the sector user skills of DUT staff members. The aim is to provide a professional development programme for secretaries, which will ultimately result in effective service delivery within the university. This includes business communication, office administration, project management and e-skills training. The programme ran on 6, 13 and 20 October 2016. This is an ongoing short course that will run until February 2017.

Delegates at the half-day workshop on e-skills (digital skills) for the digital world

Audience: 67 staff members from DUT.

Programme content: The training involves developing a good understanding of business communication and office administration, as well as the management process and project management. Part of the course focused on social media and e-skills (digital skills). This covered the same content as the 'e-Skills (digital skills) for the digital world' session.

Feedback on the e-skills development

"The interventions ran successfully," says Dr Surendra Thakur, KZN e-Skills CoLab Director. "In both courses, the delegates found the sessions interesting and insightful." ☺

Delegates at the professional development programme for DUT secretaries.

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