

MEDIUM-TERM STRATEGIC OBJECTIVES 2007-2010 (continued)

Inspection and Enforcement Services

- **Director-General review system implemented, targeting critical sectors for substantive compliance by March 2008.**
- **Turnaround time for employment equity designated employers (to be ?) inspected for procedural compliance following a complaint is within 90 days.**
- **Compliance Employment Equity Award System implemented by March 2008**
- **Adjusted Inspection and enforcement strategy implemented by April 2008.**

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MEDIUM-TERM STRATEGIC OBJECTIVES 2007-2010 (continued)

Labour Market Information and Statistics

- **Labour market information and statistics collected, analysed and disseminated to various stake holders**
- **Trends analysis including performance review reports quarterly**
- **Job placement verification, including impact assessment study by March 2008**

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**MEDIUM-TERM STRATEGIC
OBJECTIVES 2007-2010 (continued)**

Occupational Health and Safety

- Institutional framework for integration of occupational health and safety competencies finalised by March 2008
- Legislation promulgated and Act implemented by March 2008

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**MEDIUM-TERM STRATEGIC
OBJECTIVES 2007-2010 (continued)**

**Employment and Skills Development
Services / Human Resources Development**

NSF

- Implementation of National Skills Development strategy 2005-2010 year 3 targets aligned with ASGISA with emphasis on artisan development.
- Achieve first year NSF strategic projects targets in support of provincial growth and development strategies/ASGISA

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**MEDIUM-TERM STRATEGIC
OBJECTIVES 2007-2010 (continued)**

- 400 non-levy paying co-ops receive skills development support by March 2008
- 60 000 ABET unemployed learners trained

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**MEDIUM-TERM STRATEGIC
OBJECTIVES 2007-2010 (continued)**

SETAs

- At least 600 SMMEs, NGOs; CO-OPs and small BEE enterprises receive skills development support by March 2008
- 40 000 employed ABET learners trained by March 2008
- 26 000 workers and 26 000 unemployed people assisted to enter scarce and critical programmes in learnerships, apprenticeships, internships, bursaries and skills programmes

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**MEDIUM-TERM STRATEGIC
OBJECTIVES 2007-2010 (continued)**

- 2 000 learners in areas of critical skills placed for experience locally and internationally.
- 2 000 youth trained in new venture creation
- Scarce and Critical skills list and database updated by September 2007
- Framework for Quality Council for Trades and Occupations developed by March 2008
- Strategy approved to refocus Indlela to cater for apprenticeship moderation, learner assessment and specialised training by March 2008

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**MEDIUM-TERM STRATEGIC
OBJECTIVES 2007-2010 (continued)**

Labour Policy and Labour Market Programmes

- Projects targeting vulnerable workers in rural and remote areas supported
- Collective agreements extended to non-parties and labour organisations registered

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MEDIUM-TERM STRATEGIC OBJECTIVES 2007-2010 (continued)

Employment Equity and Standards

- 7th and 8th Commission for Employment Equity reports published
- Employment equity analysis report on website
- 2007 employment equity public register published
- Finalise investigations into hospitality and welfare sectors by September 2007
- Review wage differentials, earnings threshold and taxi sectors by March 2008

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MEDIUM-TERM STRATEGIC OBJECTIVES 2007-2010 (continued)

- Start investigation into low skilled labour and review farm workers by March 2008
- Child labour programme of action submitted to Cabinet for endorsement

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**MEDIUM-TERM STRATEGIC
OBJECTIVES 2007-2010 (continued)**

- Research, monitoring and evaluation agenda implemented by March 2008
- Commissioned research reports completed by March 2008
- Frequency of reports on the implementation of the Growth and Development Summit agreement by June, September, December 2007 and March 2008
- In collaboration with the International Labour Organization (ILO) the Decent Work Country Programme developed

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**MEDIUM-TERM STRATEGIC
OBJECTIVES 2007-2010 (continued)**

- Sheltered Employment Factories legal form determined by March 2008

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7. SERVICE DELIVERY IMPROVEMENT PROGRAMME

- **Establishment of an effective Employment Services System**
- **Establishment of an effective Inspection and Enforcement System**
- **Development and implementation of Service Delivery Standards**
- **Innovations including use of ICT and provision of tools of trade to staff for effective service rendering**

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STRATEGY FOR BETTER SERVICE DELIVERY (Continued)

Access Strategy

- **Multimedia Call centre with CRM capabilities**
- **MPCC further roll out**
- **Mobile Labour Centres ICT enabled and fully resourced**
- **Further roll-out of the Shared Service concept**
- **Partnerships with Private sector and public sector entities expanded and strengthened**
- **Cellular telephony used for transaction based services and information dissemination**

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SERVICE DELIVERY IMPROVEMENT PROGRAMME(Continued)

- **A unit dedicated to audit queries and public enquiries established**
- **Telephone line and interactive questionnaire on the Web site for clients**

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8. INFORMATION TECHNOLOGY PLAN THROUGH A PUBLIC PRIVATE PARTNERSHIP (PPP)

- **Employment Services System(Phase 2 & 3)**
 - **(SETA Performance Management System , Grant Disbursement system, National Skills Fund Disbursement Information System (NSFDIS) and Career Information system)**
- **Inspection and Enforcement System**
- **Claims and Fund Disbursement Systems in terms of the Compensation Fund and the Unemployment Insurance Fund**
- **Human Resource Management System**
- **Financial Management System**
- **Management Information System**

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INFORMATION TECHNOLOGY PLAN THROUGH A PUBLIC PRIVATE PARTNERSHIP (PPP) (Continued)

- On-going Refresh of the IT infrastructure
- Improvement of the efficiency of the Department's Virtual Private Network which is provided by SITA
- Use of mobile and wireless technologies to facilitate service delivery in remote areas.
- Call centre technologies to facilitate Customer Relationship Management (CRM)
- Cellular telephony for transaction based services and for information dissemination

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9. HUMAN RESOURCE PLAN

- The Human Resource plan that supports the strategic plan through an appropriate organizational structure and implementation of HR policies
- Competencies ensured through a Skills Audit and the gaps addressed through Training and development
- Vacancy rate be maintained at <10%
- Staff Attrition to be addressed through the career management and retention strategy and succession planning.

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HUMAN RESOURCE PLAN (Continued)

- **Uniform remuneration and grading across similar jobs ensured through job evaluation**
- **Employment Equity addressed as per the EE plan**
- **Workplace well being addressed through the establishment of on-site wellness centres, counselling and life skills programmes**
- **Management of performance monitored and done promptly**

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10. PUBLIC ENTITIES AND OTHER AGENCIES

- The National Skills Authority (NSA)
- Unemployment Insurance Fund (UIF)
- Compensation Fund (CF)
- National Productivity Institute (NPI)
- Twenty-three Sector Education and Training Authorities (SETAs)
- National Economic Development and Labour Council (NEDLAC)
- Commission for Conciliation, Mediation and Arbitration (CCMA)
- Umsobomvu Youth Fund (UYF).

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