



From the EDITOR'S desk



MRTT-HTA's participation at the **2024 Africa's Travel & Tourism Indaba** presented a unique opportunity for us to showcase our Hospitality & Tourism product and service offerings. This huge travel and tourism international platform provided the entity various opportunities to establish and forge strategic partnerships; and to stay abreast with current hospitality and tourism industry trends. The event featured insightful seminars, workshops, and panel discussions covering a wide range of topics relevant to the tourism and hospitality sector. Read the full story in our first page article and enjoy.

One of the biggest challenges the entity has been facing for many years and is still experiencing is the timely issuing of certificates to our trained learners. This challenge has many contributing factors both internally and externally. Internally, we struggle to ensure learners receive their certificate due to lack of securing their third and critical element of their training which is, securing workplace training opportunities for our learners. Without this third element which is proceeded by theoretical (knowledge) and practical elements which are easily attainable, learners are unable to be fully qualified if they have no records on their on-job training which is recorded through logbooks.

In our **June newsletter** which is the last issue of first quarter reporting period, we celebrate the entity's achievement of this challenge through the Mobile Sub-programme. This celebration is a clear indication that, it is possible to achieve learner certification if all three elements of the training requirements and compliance are adhered to in full.

Lastly, we bring you up to date with the implementation of the Technical Training Operations (TTO) secured project from our mother Department, the **Early Childhood Development Centres (ECDs)**. We bring you and update on the progress being made and achievements thus far and also speak to the General Manager to get his personal view on how the project implementation is progressing.

Do read and enjoy our last issue in the first quarter, it represents our various efforts and achievements in delivering on our skills development mandate which is entrusted to us by the Mpumalanga Provincial Government through the Department of Education and the entity's Board of Directors.

Ms. Zanele L. Khoza



Editorial Team

Ms. Zanele L. Khoza
zkhoza@trtrust.co.za

Bonisiwe Mashaba
bonisiwem@trtrust.co.za

Selby Mkhathshwa
selbym@trtrust.co.za

Lerato Mahlangu
leratom@trtrust.co.za

The editorial team would like to hear from you. Please send your views and opinions to us.

VISION

To be recognised as an accredited sustainable skills development agency throughout Southern Africa.

MISSION

To provide quality customised training interventions, practical workplace training, placement and after-care according to the demands of the market that we serve for job creation and poverty alleviation

VALUES

- Accountability;
- Transparency;
- Innovation;
- Professionalism; and
- Respect

MRTT CENTRES CONTACT DETAILS

HEAD OFFICE & EMALAHLENI TRAINING CENTRE
5 Moses Kotane Street Ferrobotank Witbank, 1035
Tel: (013) 699 0350
Email: info.centres@trtrust.co.za

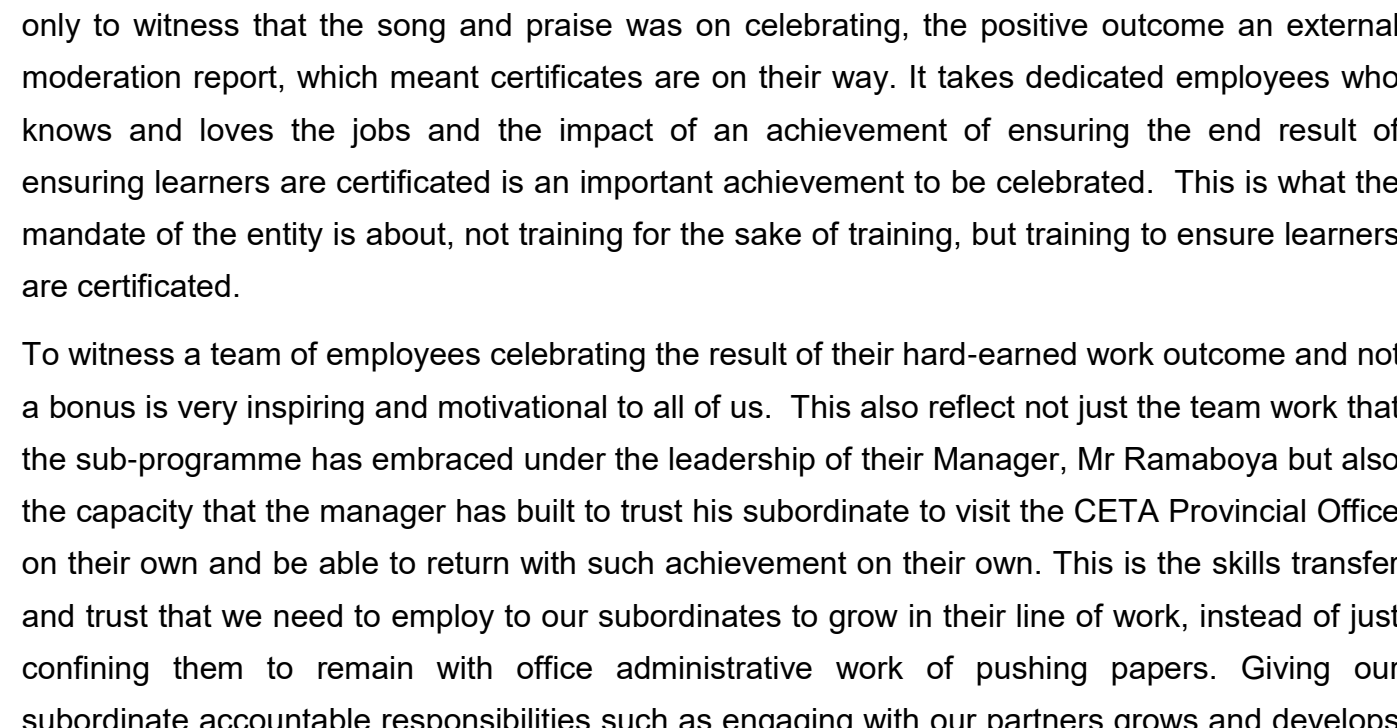
HOSPITALITY AND TOURISM ACADEMY
Kanyamazane Road, Kanyamazane Nelspruit
Tel: (013) 794 3892/93
Email: reservations.hta@trtrust.co.za

MRTT AFFORDED AN OPPORTUNITY TO SHINE AT THE 2024 AFRICA'S TOURISM & TRAVEL INDABA THROUGH VALUE-ADD- STRATEGIC PARTNERSHIP



MRTT-HTA's participation at the **2024 Africa's Travel & Tourism Indaba** presented a unique opportunity for us to showcase our Hospitality & Tourism product and service offerings. This global event brings together international industry leaders, various media channels, relevant stakeholders, and potential partners from around the globe that are able to engage with and forge possible working relations with and to explore potential collaborations that can drive growth and innovation to participating organizations. This huge travel and tourism international platform provided the entity various opportunities to establish and forge strategic partnerships; and to stay abreast with current hospitality and tourism industry trends. The event featured insightful seminars, workshops, and panel discussions covering a wide range of topics relevant to the tourism and hospitality sector.

However, it is worth-mentioning that our participation at the Tourism Indaba would not have been possible if it was not for the already established working relationship with the **Mpumalanga Tourism & Parks Agency (MTPA)**. MRTT benefited greatly from this strategic partnership as all costs for our travel, accommodation and participation at this event were sponsored by MTPA. The entity's participation at the event yielded some great opportunities HTA. Opportunities that might not have been possible without our working relationship with MTPA.



MRTT-HTA was represented by the Acting General Manager: HTA, Mr Ernest Mkhabela for product knowledge engagement and supported by the Marketing Manager: Ms. Zanele Khoza for marketing purposes and stakeholder engagement. The two colleagues were able to secure promising and possible working relations with various industry partners and also close some tangible return on investment deals such as secured accommodation at HTA and also secured workplace opportunities for our learners. The MRTT-HTA benefits and achievements of attending the event went as far as having 08 tourism establishments that offered workplace training opportunities for our learners right there at the event. A total of 03 learners were offered permanent employment. In terms of hotel patronage 15 rooms were booked for three days stay. A total of 10 establishment showed interest in training opportunities. All these opportunities were secured in just a three days through hard work, dedication and commitment.

Participation in the Africa Travel & Tourism Indaba also greatly enhanced our brand visibility and credibility. Again during the very few three days of hard work we were able to secure media interviews to share our HTA product and services with various audiences from different media channels. We were able to secure **Radio, TV, Print and Online Media** interviews for products information sharing. As a working team with MTPA Marketing & Communications team we managed to secure interviews for marketing and promoting HTA product offering with the **Acting GM: HTA on Rise FM and Mpumalanga TV**, and further interviews on **AfricaNews24 and KZN Vuma FM** interview with the **Marketing Manager**.

Being afforded the opportunity to participate at the 2024 Travel & Tourism Indaba and sharing the Mpumalanga Village Exhibition stand with various Hotel & Tourism establishment from the Mpumalanga province was not just a great experience but a profitable one for MRTT-HTA on both financial and long term established strategic working relations with various industry players. The MRTT-MTPA collaboration presented the entity with an opportunity to enhance our reach and effectiveness in engaging with various industry institutions, key national and cross-country stakeholders, potential clients and customers. We remain grateful and appreciative to our strategic working relations with MPTA.

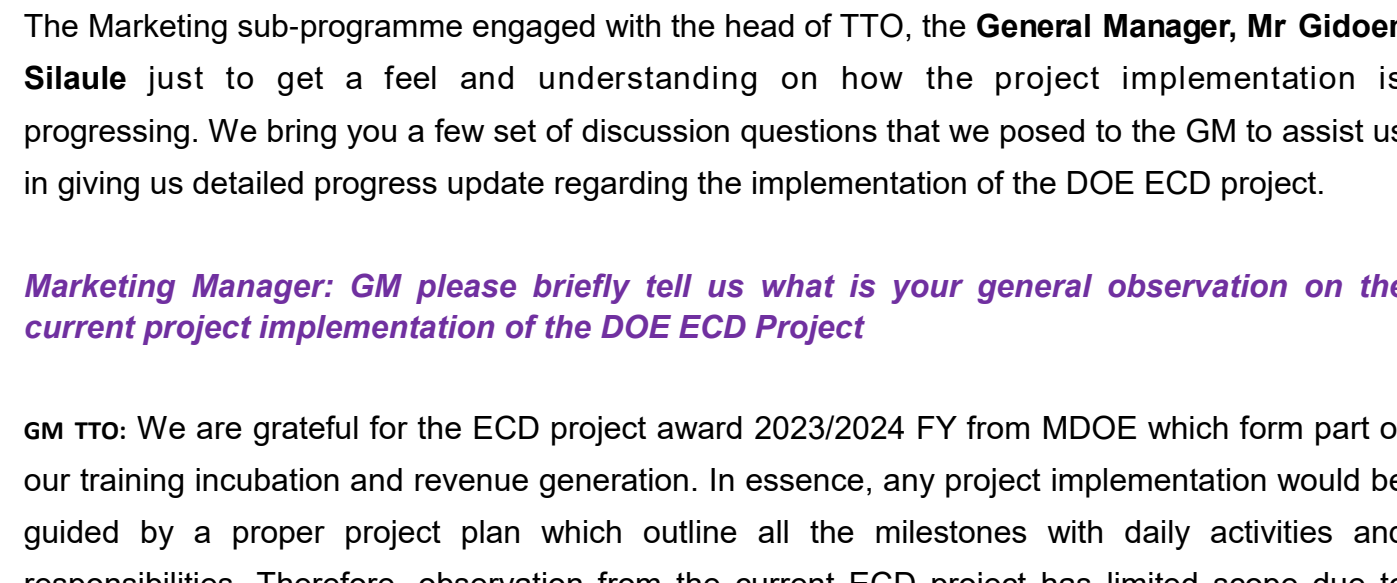


MOBILE SUB-PROGRAMME CELEBRATES POSITIVE OUTCOME OF CETA EXTERNAL MODERATION WHICH CONFIRMS THE SOON TO BE RELEASED PYEI - HANDYMEN PROJECT CERTIFICATES.

On the 12 June 2024 the Mobile Sub-programme team, administrators and coordinators, working as the formidable, hardworking team I have come to know them to be, visited the CETA Provincial Office in Mbombela for the feedback on the *External Moderation* of the Presidential Youth Empowerment Initiative (PYEI) Project. On their return they entered the reception in songs as if in praise of their soccer team won against their worst enemy and we came out of our offices only to witness that the song and praise was on celebrating, the positive outcome an external moderation report, which meant certificates are on their way. It takes dedicated employees who knows and loves the jobs and the impact of an achievement of ensuring the end result of ensuring learners are certificated is an important achievement to be celebrated. This is what the mandate of the entity is about, not training for the sake of training, but training to ensure learners are certificated.

To witness a team of employees celebrating the result of their hard-earned work outcome and not a bonus is very inspiring and motivational to all of us. This also reflect not just the team work that the sub-programme has embraced under the leadership of their Manager, Mr Ramaboya but also the capacity that the manager has built to trust his subordinate to visit the CETA Provincial Office on their own and be able to return with such achievement on their own. This is the skills transfer and trust that we need to employ to our subordinates to grow in their line of work, instead of just confining them to remain with office administrative work of pushing papers. Giving our subordinate accountable responsibilities such as engaging with our partners grows and develops them to the next levels of their career development and could open new career opportunities with the experience gained. The excitement we witnessed was a true reflection of colleagues celebrating their hard work achievements which added great value to the entity especially with the continuous challenges we are facing with learner certification complaints. Such achievements add into dispelling the continuous negative narrative that we train for the sake of training and do not certify our learners.

What Mobile sub-programme has achieved is proof that if we comply and follow all the required training processes, including ensuring learners are placed for on-job workplace training, certificates can indeed be achieved.



What is very impressive about the Mobile sub-programme and which is evident through their achievement is that they go beyond their line of work secure workplace training opportunities for their learners. The coordinators, with their understanding of training requirements and processes have made it part of their duties to secure workplace training for their learners hence they are able to achieve their learners and obtain certificates. As we write this article they have jointly achieved a second batch of **491 PYEI phase 2 Learner Certification** through **Statement of Achievements (SOR)** to be received soon. The learners POE were moderated by CETA, verified learner registration and achievement on the CETA system and a total of 491 learners were found as compliant and deemed completed for receiving their Statement of Achievements. All these work cannot be possible without a dedicated team of committed administrators, coordinators under their manager's leadership, Mr Paul Ramaboya and the overall head of TTO, the GM: Mr Silaule. These soon to be released statement of achievements certification combined with the already received **516 SOR** will definitely increase the total number of certification achieved by the Mobile sub-programme. A job well-done to team, despite of the many challenges of we encounter in our efforts of ensuring learners are certificated after each and every training programme.

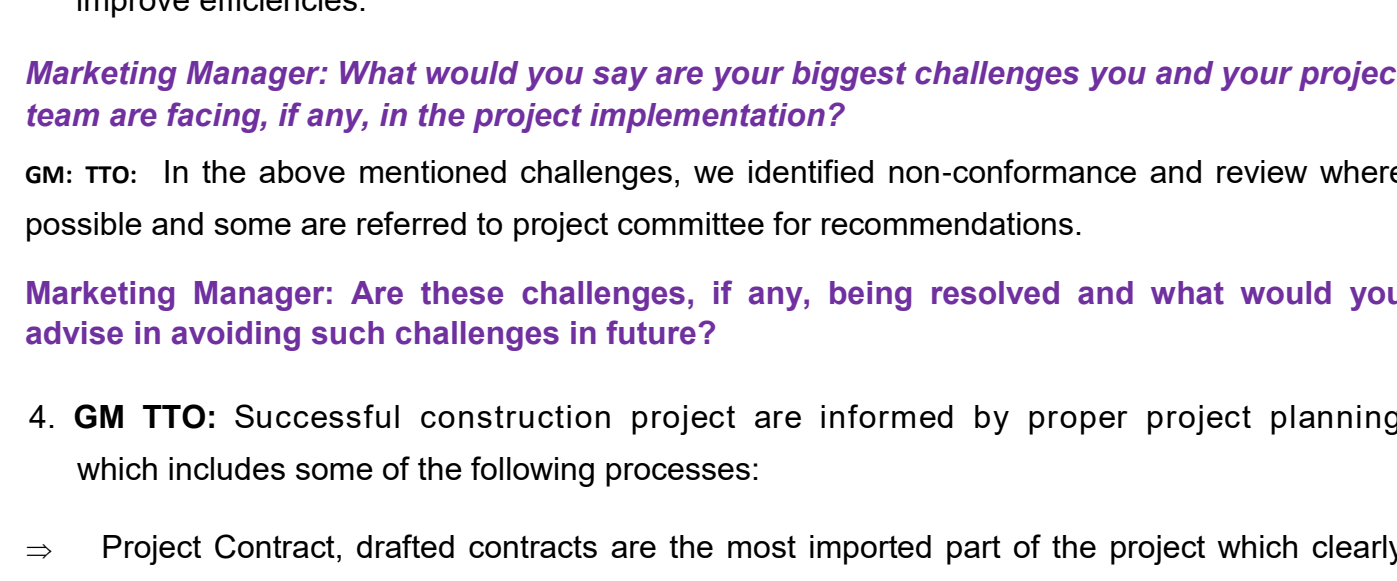
One of the Mobile Unit employee who has made it his priority to engage with CETA on the regular basis and has managed to facilitate the issuing of a lot of certificates from the sub-programme is Mr Tshupo Mokate. Mr Mokate has done a sterling job in facilitating the issues of certificates for MRTT and his work shouldn't go unnoticed. To date through his continuous dedication and efforts the Mobile sub-programme has managed to receive many certificates from the huge CETA backlog of previously trained learners who were not certifying. certificates that had to be attended to and provide outstanding information in ensuring the learners are certificated. His outstanding work since he commenced with this tasks managed to produce a total of **348** learner certificates dating back to training programmes implements from 2016 onwards.



MRTT TECHNICAL TRAINING OPERATIONS (TTO) CONTINUES TO EXCEL WITH SCHOOL INFRASTRUCTURE PROJECT IMPLEMENTATION

The Mpumalanga Regional Training Trust (MRTT) continues to be the Mpumalanga Department of Basic Education first port-of- call when it comes to the maintenance and repairs of school infrastructure. The entity has been once again appointed as an Implementing Agent (AI) to conduct school infrastructure maintenance, renovations and repairs on behalf of the Department of Education. The school infrastructure project currently being implemented by the entity's Technical Training Operations (TTO) is the continuation of the maintenance and repairs of Early Childhood Development Centres (ECDs).

This project was first allocated to the entity in the previous financial year of 2023-2024 where a total of **12 ECD centres** were maintained and renovated by the entity to the delight and satisfactory of the Department, hence the continuation of the same project in the new financial year of 2024/2025. The current project has been allocated a total of 15 ECDs across the province, with seven (07) in the Nkangala District, six (06) in Ehlanzeni and two (02) in Gert Sibande.



The scope of work remains the same as the previous project which is to provide school infrastructure maintenance work, including new construction, repairs and renovations.

The Marketing sub-programme engaged with the head of TTO, the **General Manager, Mr Gidoen Silaule** just to get a feel and understanding on how the project implementation is progressing. We bring you a few set of discussion questions that we posed to the GM to assist us in giving us detailed progress update regarding the implementation of the DOE ECD project.

Marketing Manager: GM please briefly tell us what is your general observation on the current project implementation of the DOE ECD Project

GM TTO: We are grateful for the ECD project award 2023/2024 FY from MDOE which form part of our training incubation and revenue generation. In essence, any project implementation would be guided by a proper project plan which outline all the milestones with daily activities and responsibilities. Therefore, observation from the current ECD project has limited scope due to budgetary constraints. The focus areas of the infrastructure repair and maintenance are the most dilapidated infrastructure which requires intensive structural repairs, especially the roof maintenance. The project is still in progress and in the final stage or commissioning. Most of the major mile stones have been executed and signed off. There are improvement opportunities and learning areas from the project. Considering the implementation plan complexities, we categorised the current ECD project within the breakdown maintenance and not a scheduled maintenance. All though the project plan was set to start on the 12 of February 2024, we could not commence due to unavailability of material and human resources. Throughout the project cycle we incurred bottlenecks and lost time related to procurement and civil unrests at Ehlanzeni district. However we have recovered the lost production time through extended working hours. As we at the final stage of the project, we will advise the customer on practical completion inspection and commissioning.

Marketing Manager: What would you say are your biggest challenges you and your project team are facing, if any, in the project implementation?

GM TTO: Reference to best engineering practices, codes of standards any project plan would include site establishment which ensures that the construction team has accommodation and related facilities. In this case, no budget allocation for site establishment. Therefore, the construction teams are allocated at the ECD's centres causing inconveniences to Edu-care centres.

Procurement processes should comprehend the production requirement, especially the contingencies which turns to create bottlenecks in production. We are mindful of the procurement compliance policies and procedures. However, the typical industry requires quick turnaround times. The structural renovations should be certified throughout the whole entire process in order to acquire completion certificates i.e COC and Structural Integrity Test. Allocation of resources relevant to the project had difficulties in terms of recruiting key personnel like the Project Manager and Project Co-Ordinator. Surely, without such key personnel appointed we have experience a setback in terms of project reporting and monitoring. Project Monitoring in the entire Mpumalanga Province requires enormous traveling and we are limited to two thousand kilometres monthly.



Marketing Manager: In your own words what would you say is the best project implementation strategy to be applied to be successful when implementing a project

GM TTO: For the success of project implementation in this case, the production team would be regarded as the end user, therefore, they are responsible for the execution throughout the project life cycle. Continuous Improvement of projects would require a proper performance measurement of support services and other related departments. Periodic review of policies to comply with current regulations, and also ensure that training and development of personnel is carried to improve efficiencies.

There you have it, in his own words the GM emphasises the importance of support in ensuring our project implementation are a success. Supporting sub-programmes may not be involved in the actual implementation of the project, but they play a critical part in project implementation to ensure deadlines are met with expected delivery of materials but also with estimated project completion dates. Upon writing this article the team had achieved Practical Completion of 2 ECD's: Pline Ridge & Ubuhle Benfundo, while a total of other 5 ECD's are between 95% & 98%. Practical completion of all ECD's planned for 31st July 2024, as reported by the GM-TTO. Join me and our editorial team in wishing the GM and his project implementation team the best as they work towards the completion and handover of the project.

BEST Affordable Hotel in the Lowveld

Winter Special offer



Winter get away at MRTT Hotel - VALID UNTIL 31 JULY 2024

From **R808.00** per room, per night, 2 people sharing, excluding breakfast, Tourism Levy included.

Chill Out at MRTT Hotel!

Escape the ordinary and embrace the extraordinary at MRTT- Hotel, Mpumalanga Place of Rising Sun and Enjoy the drive to the Kruger National Park!

Go OUT & EXPLORE...

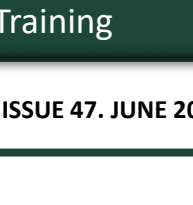
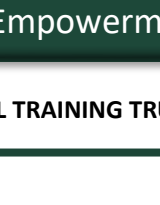
Kaapschehoop with its wild horses, quaint eateries and inviting atmosphere. Try your luck at gold panning, go on a guided heritage walk or go on an off-road adventure in Barberton. Lastly delve into the origins of the Barberton Makhonjwa Geotrail. "City of Mbombela The Ultimate Destination" Mpumalanga Place of Rising Sun, where every moment is infused with warmth and attraction.

Indulge in the ultimate winter retreat without breaking the bank! Enjoy a luxurious stay at our beautiful hotel.

Book Your Next Adventure Now!
Central Reservations: Reservations.hta@trtrust.co.za | Tel: 013 794 3892 ask for reservations

CONNECT WITH US

Social Media



Mpumalanga Regional Training Trust

@wearemrtt

@mrtt2023

+2764 865 8856

Empowerment Through Training