

Quality Management

THE QUALITY MANAGEMENT OF EWC NOW COMPLIES WITH ISO 9001: 2000 REQUIREMENTS

The adoption of Quality Management Systems complying with the ISO 9000 series of standards has been widely accepted throughout the world. The specific requirement of these standards to continually improve quality of products and service has led to the concept known as Total Quality Management.

It has been the main Strategic Objective of the Quality division as from 2005 to obtain certification for our Quality Management System. The measurement tool was to be the ISO 9001: 2000 standard, National Legislation and of course our own EWC internal Policies, Procedures and Guidelines.

The implementation of new concepts was on the cards. Terminology such as Key Performance Areas (KPA's), Process Owners, (Quality) Audits, a Quality Manual, and Non-Conformances had to be dissected, analysed, adopted and implemented.

KPA's:

The areas of focus of EWC were determined as Academic Affairs (our core business), Administration, Facilities and Infrastructure, Finance, Human Resources, Learner Affairs, Information Technology, Marketing and Communication, Governance and Management and Quality Management.

Process Owners:

Each of the KPA's had to be managed and Quality Assured by a manager on behalf of all campuses. This person would also look at developing guiding documentation (Policies and Procedures).

Quality audits and Non-Conformances:

Quality Audits had to be conducted as guided in the ISO Standard. The main aim of an audit is always to add value and to improve the management system. Shortcomings therefore had to be identified as Non-conformances which had to be corrected, maintained and followed up (quality assured).

EWC conducted its first Internal Quality audits in May 2006. Thereafter two internal audits per annum were conducted.

Quality Manual:

The aim of this document was to ensure that all campuses and staff at EWC have access to all and the latest up to date documents used in EWC. Issues that came into play were speed of connectivity and of course security, therefore the decision to display documents in PDF format which imply they are read only. Currently the manual is in Revision 10 and consists of 293 pages. It is however work in progress and is currently still in its baby shoes.

After a process of training combined with trial and error, EWC ventured into a contract with Kusile Consulting in 2007 where most

Editor's Note

"Everything that happens to you is your teacher. The secret is to learn to sit at the feet of your own life and be taught by it. Everything that happens is either a blessing which is also a lesson, or a lesson which is also a blessing" Polly Berends

of the gaps in our Management system were addressed.

SABS visited EWC in March this year where we were audited whether we were auditable for our QMS. Having passed this test, two of their Auditors conducted a desktop audit where the administrative part of implementation of the standard was tested. Following this was the certification audit during May this year. During this two day audit Corporate Centre, as well as Germiston, Kathorus and Alberton campuses were visited. EWC was left with five Non-conformances to close. After submitting documentation to this effect in June, we received a fax from the South African Bureau of Standards (SABS) dated 2 July 2008 stating:

"We hereby confirm that the Quality Management system of your company has been assessed by the SABS and found to comply with the requirements of ISO 9001:2000"



This certification from SABS entails that EWC will be listed on their website as an approved SABS provider, and it gives the College the mandate to use the SABS logo on its website and documentation.

The road ahead for EWC as an FET institution is one of many challenges; our principle will be one of continuous improvement with whatever we are busy with.

As Quality Assurance Manager of EWC, I need to express my appreciation to our Executive Management, Extended Management and Process Owners and each and every staff member for their commitment, effort and degree of Quality overall.

Robert Ehlers
Quality Assurance
Manager



From the Principal's Desk

I am more than delighted to greet you as the new principal of Ekurhuleni West College. I want us to agree that Africa is changing rapidly so is our beloved South Africa and the challenge we have as FET Colleges is to respond at the same pace.

The vision of EWC is "We will be the leading FET institution in South Africa" – meaning we have to run faster to keep the pace.

Contributors:

- QMS – Mr Robert Ehlers
- From the Principal's desk – Ms Hellen Ntlatleng
- Welcome of Principal – Marketing
- Delegation to Germany – Mr Johan Venter
- Academic Affairs – Dr Thami Shezi
- Human Resource Management – Dr Susan Ferreira
- Learner Affairs – Ms Constance Ramasia
- Recapitalisation – Mr Willie Viljoen

Campuses:

- Alberton – Ms Rosa Nöffke
- Boksburg – Dr Andrew Moffat
- Germiston – Mr Gert Smit and Ms Ronel Bierman
- Kathorus – Ms Beuller Mgele
- Kempton – Ms Nomazwe Nzima
- Tembisa – Ms Annelie du Plessis

With the re-opening of Business Studies and the near ending of the 2nd trimester of Engineering Studies, I was more than excited to view the 70,76% pass average of the Business Studies results and immediately put a challenge to their Engineering counterparts to make use of these last moments to catch up. The same challenge is imposed to National Certificate Vocational lecturers who are also arriving from the June holidays. I am saying to everybody: Don't be ashamed to learn from the experience of others. In Education there is no shame in borrowing from those who have travelled the road before. Together we shall conquer.

I am also proud to announce that the Quality Management System of EWC complies with the requirements of ISO 9001:2000 as found by SABS. This was not an overnight exercise – men and women in the College had to put their heads and hands together to make it happen. Once more, receive my appreciation for making us proud on our way to be a leading institution in South Africa. Let us also remember that one of our objectives in our Quality Policy Statements is "Continuous Improvement".

As part of continuous improvement in all facets of development, it is important to note the development of workshop infrastructure around campuses growing at an alarming rate and we promise that by the end of November everything will be done. This is important for hands-on skills development and to accelerate our results especially in NC (V). I want to believe that we all welcome that.

Remember that in Africa a lion wakes up in the morning and says: "I have to run faster or forever starve."

On the other hand an impala says: "I have to run faster or forever die."

As Africans let us run faster or forever remain behind!!!

Ms Hellen Manakedi Ntlatleng
Principal



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EWU welcomes the new Principal

A function to officially welcome Ms Hellen Manakedi Ntlatleng as the Principal of Ekurhuleni West College for FET was held in the Seasons Training Restaurant, at Germiston Campus, on Tuesday 22 July 2008.

On behalf of the College Council, Management, staff members and students, Mr Fanie Coetzee, Chairperson of the College Council, delivered the welcome address to Ms Ntlatleng who commenced her duties as Principal of EWU on 2 June 2008.

In her reply, Ms Ntlatleng expressed her appreciation and commitment to EWU. She also shared her vision of taking the College to greater heights with a clear focus on women empowerment.

Mr Thembanzi Bukula, the Vice-Chairperson of the College Council, also thanked Mr David Mabusela, the Deputy Principal Academic Affairs, who acted as Principal of EWU on various occasions since 2002. Mr Mabusela received a token of appreciation from the College Council, Management and staff members of EWU.

In his reply, Mr Mabusela thanked EWU Council, Management, staff and students for the support given to him during his tenure as Acting Principal of EWU.

Guests included principals of other FET Colleges, College Council members, senior management, staff and a representative of the SRC (Student Representative Council)

The function was organised and catered for by the Hospitality department and students of Germiston Campus.

David Mabusela, Hellen Ntlatleng, Fanie Coetzee



Visit by EWU delegation to Germany

Five members of staff and the SRC Chairperson were invited to visit Germany as part of a cultural exchange programme. Ina Slabbert (Germiston Campus), Nedi Moabelo (Corporate Centre), Sandra Mavhungu (Alberton Campus), Dalene Van Zyl (Kathorus Campus), Johan Venter (Germiston Campus) and Tiisetso Mohale (SRC Chairperson) visited Germany from 18 June to 1 July 2008.

The group was hosted by staff members of the Ludwig-Erhard-Schule in Fürth, located in the Bavarian region of Germany.

They were introduced to the dual system of education where all students are employed

and attend school one day per week and then work the rest of the week or where they attend classes of seven weeks per year and then work fulltime for the rest of the year.

Highlights of the visit were the city tours of Fürth, Nürnberg, München and Salzburg as well as the visits to the Faber-Castell pencil factory, Solar City (a solar electricity generating facility built on top of a reclaimed rubbish dump) and the Bavarian Alps.

A particular highlight for the group was attending the public viewings of the Euro 2008 soccer championships. They were all as sad as their hosts when Germany lost in the final against Spain.



Ina Slabbert, Dalene van Zyl, Nedi Moabelo, Tiisetso Mohale, Sandra Mavhungu and Johan Venter

Academic Affairs

As part of our mandate to promote quality teaching and learning, we as the Academic Affairs Division have engaged in the following operational processes:

NATED Standardisation

The quality imperative which is central to our operations dictate that we attend to quality issues relating to NATED courses, even though these courses are being systematically phased out. To that end, we have found ourselves engaging subject representatives in Common Assessment Tasks preparatory processes across EWU. The ultimate goal is to have standardised facilitation and assessment processes across EWU and, by implication, quality assured standards. This will apply to both Engineering and Business Studies.

Standardisation of ICASS at EWU

Standardisation of NC(V) facilitation and assessment processes at EWU have remained firmly on our agenda in 2008. This has seen us forming subject committees in all NCV subjects to act as specialists or reference groups assisting with issues of facilitation e.g. methods, approaches, pacing and scoping. Subject representatives have also assisted in respect of assessments, for example, indicating types of assessments, frequency, weighting, setting and moderation of common assessment tasks.

We are at a stage where we have set and moderated (inter-campus) two sets of Common Assessment Tasks which were administered during common test weeks in March and May. There are valuable lessons in this process but we are more convinced that we need to stay on this quality improvement trajectory.

Provincial Standardisation of ICASS

It seems the province sees value in quality assuring ICASS and setting provincial ICASS guidelines using the subject representative operational framework. This vindicates our position as we have demonstrated through

rigorous engagement with the subject committee representative's framework since late 2007. The hard work put in setting subject committees at EWU has paid off in that what GDE is proposing is not a foreign process to EWU staff.

On 18 July 2008, EWU staff (a total of 49 subject representatives and 3 Heads of Schools) participated in a GDE sponsored workshop for subject representatives held at Turffontein. The main objective of the workshop was to standardise ICASS processes across the province and plan for provincial Common Assessments Tasks (CATS) in all NCV programmes at all levels.

We look forward to this positive effort.

Progress Reports

As part of quality improvement in teaching and learning, Academic Affairs division, Quality Management, ITS Manager and Campus Management have individually and collectively battled to finally close the non conformance related to all processes involved in preparation of the progress reports. Progress reports assist parents, guardians, sponsors and students themselves to keep track of their progress and benchmark it accordingly. It is from that point of view that we continually ought to ensure progress reports are issued timeously.

Performance Output Measurement Document (POM).

The Academic Affairs division has also been involved in tracking learner performance in the various NC(V) subjects through the instrument called Performance Output Measurement (POM) document. This serves as a gauge of performance at given intervals throughout the year and allows management at campus and corporate centre to intervene should performance indicators so warrant.

Welcome a new member

The Academic Affairs Division has welcomed Ms Gugu Matthews who became Head of School: Learnerships and Utilities, replacing Ms Elaine Tlaba who joined GDE as DCES early this year.

Dr Thami Shezi
Academic Affairs Manager

Human Resource Management

Training and development

Most recapitalisation training projects have been completed or scheduled as planned. The DOE training will take place as from October.

Critical vacancy list 2008

The vacancy list was dealt with satisfactorily and 12 appointments were made. Elma Klopper was promoted, as were Sifiso Dlamini, Gugu Matthews (pl 3), Pauline Tsipa, Miletta Maduna and Willem Dirks (pl 2). New appointees include senior lecturers at Kempton, Ndifon Wikotcho and Patrick Fray at Boksburg, lecturer Ellick Botha at Boksburg and administration staff members, Matome Kganakga and Rudzani Muvhango, in the Marketing and Human Resource departments respectively. Angel Masuku will commence in the Finance Department at Corporate Centre as from 1 August 2008.

All council members and staff members who were assisting, are thanked for contributing to the success of the process.

Staff members leaving

At corporate centre, the SDF, Dan Mkoneni as well as Willie Viljoen, Estate manager, resigned. Dan accepted a promotional post at GDE.

Both Dan and Willie are wished the best for their future endeavours.

Dr Susan Ferreira
Human Resource Manager

Learner Affairs And Support

LAS Officers

The following staff members are congratulated on their appointments as Learner Affairs & Support Officers (LASOs) effective from April 2008:

- Ms M Mogashoa - Boksburg Campus
- Ms R Mampye - Germiston Campus
- Mr M Rakwena - Kathorus Campus
- Ms S Matubule - Kempton Campus
- Ms C Müller - Tembisa Campus

There is no LASO at Alberton Campus yet but that is receiving attention.

Career guidance and psychological services

The above-mentioned services are rendered freely to the students at all campuses. Two Educational Psychologists have been appointed on an ad-hoc basis. Ms L Mkhondo is responsible for Alberton, Kathorus and Germiston Campuses while Ms A Roberts handles Boksburg, Kempton and Tembisa Campuses. During the sessions, students are addressed on relevant issues such as:

- effective study skills,
- peer pressure,
- goal setting,
- stress management, etc.

Furthermore, those students who encounter study/family or social problems, are at liberty to contact their respective Educational Psychologists through the Learner Affairs & Support (LAS) office at the campus.

Financial Aid

NCV students who have not applied for the Department of Education (DoE) bursaries are urged to do so as soon as possible. Bursary application forms are available at the LAS office at all campuses.

NATED students may also apply for indigent or merit bursaries as the College continues to offer those to qualifying students. Enquiries on college bursaries can also be made at the LAS office at the campus.

Job placement

The process of submitting applications and CVs of qualifying students to companies for consideration in learnership programmes or employment is ongoing.

Diploma Ceremony

The annual diploma ceremony was held on Friday 16 May 2008 at Kempton Park Civic Centre.

VCT program

Students at various campuses were encouraged to participate in the Voluntary Counselling and

Testing (VCT) programme which was conducted between March and May by Right To Care organisation, for them to know their HIV/AIDS status.

DoE policy dialogue

The DoE arranged a policy dialogue for all FET Colleges nationally which was held at Port Elizabeth FET College (Dower Campus) in Port Elizabeth from Friday 20 to Sunday 22 June 2008. Itumeleng Phale, the SRC deputy president and Keabetswe Leboa, the SRC secretary were among the delegates who attended the policy dialogue. Mr Enver Surty, the Deputy Minister of Education and Member of Parliament was the keynote speaker for the event.

SRC follow-up training

The follow-up training for the SRC was held on Saturday 12 July at Swan Lake Lodge & Conference Centre in Centurion.

SRC members during follow-up training in July



Sport, Arts and Culture

The Sport, Arts and Culture staff and students have been involved in various activities both in-house and as per GUCOSCA league fixture for 2008.

Recapitalisation

2007/8

Construction of two workshops at Germiston Campus

An application to remove a restriction was submitted to the municipality for approval and is still awaiting approval.

Construction of workshops at Boksburg, Kempton, Tembisa and Kathorus Campuses

The workshops at Boksburg are completed. The campus is in the process to equip the workshops. The simulated office block will be completed in August 2008.

At Kempton, Tembisa and Kathorus Campuses, the steel work is erected and the contractor is currently completing the brick work.

2008/9

The operational plan (version 3) was approved. A request for virements will be submitted to the GDE and DoE to apply for changes made.

Quotations for the simulated offices that must be done during 2008 were obtained and were approved at the College Council meeting of 17 July 2008.

Willie Viljoen Recapitalisation Project Manager

EWG bids Willie Viljoen farewell

Willie started his career as lecturer on 1 Jan 1984 at Germiston College, in the Engineering Department, after 7 years as Aircraft Technician at SAA.

During 1987 he studied full-time at RAU for the Higher Education Diploma. In the following years he completed his BA and B Ed in Educational Management as part-time student at RAU.

He was promoted to senior lecturer in August 1991 in the Mechanical Department. During this time Willie was responsible for the campus book shop and photocopiers at Germiston College. This sparked his interest in the printing industry.

In April 1997 he was promoted to Deputy Rector thereafter he was appointed as Senior Deputy Rector at Germiston College. After the retirement of Dr Pelsler at the end of 2000, Willie acted as the Rector of the Germiston College for 18 months. During this time the merger of the colleges took place and he was part of the merger team that was responsible for implementation of this process.

After the merger he was redeployed to the EWG Corporate Centre as Manager of Facilities and Infrastructure. Willie was assigned to the Tembisa Campus as Campus Manager for six months during 2004.

In 2006 when the recap programme started he was responsible for the Strategic Areas 3 (Buying and building of new infrastructure), 4 (Upgrading of College sites) and 5 (Upgrading/alteration/refurbishment of classrooms, laboratories and workshops).

Willie was appointed as the Recap Manager from May 2007 in addition to his existing portfolio.



He will surely be missed!

Campus News

ALBERTON CAMPUS

Alberton Campus is very proud about the results that were achieved during the June 2008 semester exams. Thanks to all the committed learners and lecturers! We had a hundred percent pass rate in Office Practice N5 and Introductory Computer Practice! These subjects were successfully taught by T Nevondwe and K Jacobs.

The Bosch Simulated Enterprise Offices and Dinaledi Simulated Enterprise Offices are operational and the learners attended their interviews and the respective managers were appointed. The learners are enjoying their SIM periods as employees and dressing up for the businesses they represent.

We had resignations of J Mhloha and M Madileng. Congratulations to Ms Madileng who was appointed as Senior Lecturer: Languages at South West Gauteng College.

The latest additions to the staff at Alberton Campus are: P Lombard who is teaching English for the NCV learners and K Heystek who is assisting in the Computer and Life Orientation department.

We are also very proud to say that we have successfully implemented a feeding scheme for Alberton Campus learners.

Our Hospitality L3 learners went on a very interesting educational excursion on 15 and 16 July 2008, and came back very motivated.

BOKSBOURG CAMPUS

Boksburg Campus has recently been given the green light to commence practical training in the newly built workshops. In this regard the Engineering Workshops were partially handed-over. This has created an opportunity for the workshop lecturers to prepare for the ISAT component of the syllabus. A special word of thanks to Mr Stefan van der Merwe for his dedication and hard work in preparing the electrical workshop. Likewise the SIM Offices are progressing well and should be completed, if everything goes well, early next year.

This has created great challenges for the campus but, notwithstanding this ongoing building project which has now entered its 18th month, business at the campus has remained focused on service delivery to the learners.

The following activities underscore this statement:

- The South African National Blood Services has visited our campus for the second time on 21 July 2008 for interested learners. Students attended during their free time.
- The Engineering NATED Learners had a session on Study Methods and Personal Growth on 27 June 2008. Peer counselling, as well as a course on "Being a Role Model", was scheduled for August.
- Boksburg teams competed against Kempton on Friday, 18 July at Kempton Campus.
- The week of 28 July marked the start of HIV/AIDS and Substance Awareness Week.

GERMISTON CAMPUS

ENGINEERING STUDIES

Examination results for T1/08 full time: The Campus achieved 19% above the national pass rate.

HOSPITALITY

The NCV Hospitality students hosted a "Baking Bonanza" on 12 May. This integrated project covered learning topics of Client Services and Food Preparation and involved planning, preparation, production, marketing, selling and showing profit.



BUSINESS STUDIES

Business Studies results for S1/2008: 5% above national pass rate. Registration commenced on 8 July – the headcount for S2/2008 are 640.

LEARNER AFFAIRS

The Germiston Campus Beauty Pageant was held on 1 June 2008. The event was a great success, and the results were:



- Katleho Selokisa - Miss Germiston Campus
- Jabu Khambule - 1st Princess
- Mpho Maleka - 2nd Princess
- Believe Sedibe - Mr. Germiston Campus
- Fana Kubheka - 1st Prince
- Tebogo Moloi - 2nd Prince

GENERAL

Ms Rebecca Motaung, General Assistant and Duplicating Operator, retired after 25 years.

KATHORUS CAMPUS

One of our Business lecturers, Ms Daleen Terblanche will be taking a tour to England as one of the 14 members selected as loyal candidate to cricket. Ms Terblanche, the Gauteng and Proteas opening batsman, has appeared in 58 matches for South Africa, scoring 114 not out against Netherlands in Utrecht last year. She made her debut against Ireland Women in Belfast in August 1997. Interesting, the South Africans opened their England account with a match against Ireland at Wellington College on 31 July 2008, and Daleen remembers well how she scored runs in her first appearance for the queen Proteas in Belfast. This could be her dream season as she is also vying for a CSA Women's Cricketer of the Year Award with fellow Proteas, Susan Benade and captain, Cri-Zelda Brits.

Ms Magouta Maria Maduna will be getting married to Mr Thabo Habile. The wedding will take place on 23 August 2008.

Mr Edzisoni Negondeni had a traditional wedding on 5 July 2008 to Ms Maggie Semenya, who once was a GDE O1 staff member of Kathorus Campus. The wedding took place in Venda.

Ms Lizzy Sekhobela was appointed as Administration Support for the Saturday classes. She started working on 28 June 2008.

On 11 July 2008, we had a Miss and Mr Kathorus event at our Campus.

The following were crowned as:
King – Mr Michael Mahlangu, 1st Prince – Mr Tshepo Mothetsi, 2nd Prince – Mr Sandile Masuku
Queen – Ms Busiswe Ngubeni, 1st Princess – Ms Thembi Mbolo, 2nd Princess – Ms Tasia Langa



The building of the Electrical Workshop is progressing rapidly and will hopefully be completed by October 2008 and will be fully operative in January 2009.

KEMPTON CAMPUS



EWK Kempton Campus staff and students truly rose to the occasion when they had to dress up to celebrate the 60s. Some of them actually

looked like real hippies, yearning once again for the infamous time of love and peace! The best dressed were awarded prizes, funded from staff who were fined for not going back to the 60s!

The Campus is currently busy negotiating a partnership with SAA regarding offering services to them for Electrical Trade Theory N2 and Aircraft Maintenance N2.

The Business Studies department had been hit hard when Mesdames Annette Boshoff and Anne Kraay resigned.



Annette Boshoff



Anne Kraay

TEMBISA CAMPUS

Welcome to the staff members who were recently appointed: Mr Mtonga, Mr Msimango, Mr Mokonyana and Ms Munulere. We hope that you have settled in and feel at home.

The following lecturers managed to get 100% pass for their respective groups: Mr Mabetaa in the Engineering Studies department and Mesdames Nkwana and Manamela and Mr Chukudu (two subjects) in the Business Studies department. The continuous effort of all staff members to improve the results is greatly appreciated!

French Project

Most of the equipment sponsored by Ile de France has been received and as soon as the facilities are ready, we will be able to install the motor workshop equipment and the computers in the simulated office. It is appropriate, from the staff of Tembisa Campus' side, to thank everybody involved in the project for their hard work and commitment to the project.



F.I.t.r Mark Bosch – HOD Business Studies, Mittie Vos – SIM Facilitator, Wellington Mudou – HOD Engineering studies and Happy Ngwira – Motor Workshop lecturer with a few students.

Mr & Miss Tembisa Campus

The Mr and Miss Tembisa Campus pageant took place on Friday 18 July and as always Ms Müller and her team saw to it that the event was well organised and enjoyed by all.

The students praised the DJ for his choice of music and the lecturers were pleased with the students' good behaviour.

The contestants thanked Siphon Makhubo, the co-ordinator, for taking them through their steps on the stage.

Congratulations to: F.I.t.r. (front row) Tshogofatso Mojatso – Mr Tembisa Campus, Sibongile Gumbi – Miss Tembisa Campus (back row) Thobile Sitho – 1st Prince and Lerato Malapile – 1st princess

