New appointments

Customer relationship management

Career guidance activities

Education for career progression & liberation of society

THE MQA REMEMBERS KINROSS MINE DISASTER
The second quarter of the financial year is upon us. As you read this edition of the MQA newsletter, you will be approaching the December end of year period. Let me commence by wishing you a good break over the holidays after a very action packed year. May you enjoy quality time with your family and return refreshed in the new year.

History allows us to reflect on mistakes and occurrences of the past. How fitting it was when we reflected on the Kinross Mining Disaster where at least 177 miners lost their lives almost 30 years ago. Since then, the sector has participated in various occupational health and safety programmes to ensure that mine accidents are reduced or even become a thing of the past. In 2016, the mine accident rate stands at 77 fatalities (www.chamber of mines.org.za). This number remains high and further efforts need to be implemented to ensure zero accidents in our mines (read page 3).

The MQA also celebrated the annual International Literacy Day event at Northam Platinum Mine in Limpopo. The theme this year was “Education for career progression and liberation of society” (page 6). This literacy day theme holds true as the MQA continues to conduct various career guidance events through the lengths and breaths of our country, to encourage young people to study maths and science and to pursue mining related careers. Only through effective career guidance will we increase our efforts towards transformation in the sector. One event that remembers our patron for education the late Mr Nelson Mandela, is the DHET Annual Nelson Mandela Career Guidance event. This year it was hosted on 18 July 2016 in Ermelo (see page 4).

The MQA continues to implement measures to improve service levels to our stakeholders. Internal customer relationship efforts are ongoing, as well as its efforts to make your interaction with our reception staff pleasurable. Do complete evaluation forms available at reception desks in all our offices so that we can improve our service to you.

The MQA also welcomed new staff (see page 9 and 10). We extend a hearty welcome to our additional family members and wish them success at the MQA.

The MQA newsletter highlights some of our learner successes. We found yet another diamond in Amanda Ntibane a Metallurgical Engineer who has proven that the world is her oyster and that her determination has allowed her to compete and excel in a career path that is usually unexplored in her community. She is currently a “shifts man” at GoldPlat Recovery (Pty) Ltd. Read about Amanda on page 10.

Lastly, fraud is a crime, report it, do not support it. Report any fraud anonymously using the numbers published with every edition of this newsletter on the back page.

Committed to keeping you, our valued stakeholder informed!

Merle Clark - Editor
The MQA, in partnership with the Department of Mineral Resources (DMR), Mine Health and Safety Council (MHSC), and Evander Gold Mine, remembered the Kinross mining disaster on 16 September at Evander, in Mpumalanga.

This significant event was held to remember the 177 mine workers who lost their lives during the Kinross mining disaster 30 years ago on 16 September 1986. An additional 235 miners were reportedly injured during this accident, which was caused by an acetylene tank that sparked flames which swept through the mining tunnel.

Included among the more than 3000 guests who attended the ceremony were mine employees, members of surrounding communities, government representatives, as well as families of the deceased miners from as far afield as the Eastern Cape, Mpumalanga, North West, Limpopo, Lesotho and Mozambique.

The highlight of the occasion was the presentation of gifts to family members of the deceased as a token of appreciation. The gifts included artisan learnership training opportunities and bursaries that will enable the beneficiaries to further their studies at a higher education and training institution of their choice in South Africa.

Other activities of the day included the acknowledgement of the erection of the wall of remembrance at the entrance to the Kinross Shaft 8, the unveiling of tombstones for the late miners, and a memorial at Winkelhaak, about ten kilometres from Kinross.

The government, through the MQA, has pledged an amount of R10.1 million to the Evander Gold Mine for skills development and bursaries to benefit the 177 families of the deceased. The proceeds are to be divided as follows:

- R7 500 000 reserved to train 50 artisans.
- R2 640 000 reserved for bursaries for 30 learners, divided as follows:
  - ten learners to study at any South African university,
  - ten learners to study at any South African university of technology,
  - ten learners to study at any technical and vocational education and training college.

All bursary beneficiaries were encouraged to register to study for qualifications that will contribute to the mining sector.
The sharing of career guidance information with high school learners is a key priority for the MQA, as it has the potential to change their lives for the better.

Among the career guidance exhibitions that the MQA participated in, was the Nelson Mandela Career Development Festival organised by the Department of Higher Education and Training (DHET) on 18 July 2016 at the Gert Sibande TVET College in Ermelo, Mpumalanga. Now in its seventh year, this career guidance intervention is a flagship programme of the DHET and a repository for career information, advice and guidance, targeting high school learners and youth not in employment, education or training.

The MQA also contributed to the event by sponsoring 6 000 mathematics sets for mathematics and science learners who attended the event. Many of the learners who attended these career activities were unaware of the critical information shared. The information included career information, critical and scarce skills, available funding and opportunities.
## Career Guidance Activities for Quarter 2

<table>
<thead>
<tr>
<th>NO</th>
<th>DATE</th>
<th>NAME OF EVENT</th>
<th>AREA</th>
<th>MUNICIPALITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>04-07 July 2016</td>
<td>DMR Learner Focus Week</td>
<td>Free State</td>
<td>Lejweleputswa District Municipality</td>
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<tr>
<td>2</td>
<td>07 July 2016</td>
<td>Limpopo Entrepreneurship Awareness and Enterprise Promotion</td>
<td>Limpopo</td>
<td>Greater Tubatse Local Municipality</td>
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<td>3</td>
<td>08 July 2016</td>
<td>MQA Maths and Science Career Guidance</td>
<td>Limpopo</td>
<td>Greater Tubatse Local Municipality</td>
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<tr>
<td>4</td>
<td>14 July 2016</td>
<td>Kwa-Dwezi &amp; surrounding Career Expo</td>
<td>Eastern Cape</td>
<td>Kwasani Municipality</td>
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<tr>
<td>5</td>
<td>15 July 2016</td>
<td>Official Handover of a Career Guidance Centre to the FS Premier</td>
<td>Free State</td>
<td>Ngwathe Local Municipality</td>
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<td>6</td>
<td>18 July 2016</td>
<td>Mandela Day Career Expo</td>
<td>Mpumalanga</td>
<td>Msukaligwa Municipality</td>
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<tr>
<td>7</td>
<td>20 July 2016</td>
<td>Waterberg Youth Career Exhibition</td>
<td>Limpopo</td>
<td>Greater Tubatse Local Municipality</td>
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<td>8</td>
<td>22 July 2016</td>
<td>HWSETA Career Expo</td>
<td>Northern Cape</td>
<td>Sol Plaatjie Local Municipality</td>
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<tr>
<td>9</td>
<td>22 July 2016</td>
<td>Bakwane High &amp; Cyferkuil Career Expo</td>
<td>North West</td>
<td>Rapsivillige, Akanang Local Municipality</td>
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<td>10</td>
<td>23 July 2016</td>
<td>Department of Education Career Expo</td>
<td>Northern Cape</td>
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<td>28 July 2016</td>
<td>Careers Fair 2016</td>
<td>Eastern Cape</td>
<td>Buffalo City Metropolitan Municipality</td>
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<td>30-31 July 2016</td>
<td>DMR Career Expo</td>
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<td>13</td>
<td>10 August 2016</td>
<td>National Science Week Career Exhibition</td>
<td>Limpopo</td>
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<td>14</td>
<td>10-12 August 2016</td>
<td>Sci-Bono National Science week</td>
<td>Gauteng</td>
<td>City of Johannesburg Metropolitan Municipality</td>
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<td>15</td>
<td>11-12 August 2016</td>
<td>Mining Career Exhibition</td>
<td>Limpopo</td>
<td>Greater Tubatse Local Municipality</td>
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<td>16</td>
<td>12 August 2016</td>
<td>Career Information Session for learners with disabilities</td>
<td>Free State</td>
<td>Mangaung Metropolitan Municipality</td>
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<td>17</td>
<td>16-17 August 2016</td>
<td>DUT World of Work</td>
<td>Kwa-Zulu Natal</td>
<td>eThekwini Municipality</td>
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<td>18</td>
<td>17 August 2016</td>
<td>Career Awareness</td>
<td>Northern Cape</td>
<td>Sol Plaatjie Local Municipality</td>
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<td>19</td>
<td>17 August 2016</td>
<td>Nkangala TVET Open Day</td>
<td>Mpumalanga</td>
<td>Nkangala District Municipality</td>
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<td>20</td>
<td>24-26 August 2016</td>
<td>Gauteng Tourism Career Expo</td>
<td>Gauteng</td>
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<td>21</td>
<td>27 August 2016</td>
<td>Department of Basic Education: Commemorating the 60th Anniversary of the Women’s March</td>
<td>Free State</td>
<td>Matjhabeng Local Municipality</td>
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<td>22</td>
<td>02 September 2016</td>
<td>Mass Career Expo</td>
<td>Eastern Cape</td>
<td>Chris Hani District Municipality</td>
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<td>23</td>
<td>12 September 2016</td>
<td>Bakwena Ba Mogopa Youth Expo</td>
<td>North West</td>
<td>Bojanala District Municipality</td>
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<td>24</td>
<td>14 September 2016</td>
<td>Maluti TVET College, Itemoheleng Campus Career Guidance Session</td>
<td>Free State</td>
<td>Maluti-A-Phofung Local Municipality</td>
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<td>25</td>
<td>15 September 2016</td>
<td>DMR Phumzile FET School Career Exhibition</td>
<td>Mpumalanga</td>
<td>Nkangala District Municipality</td>
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<td>26</td>
<td>16 September 2016</td>
<td>Careers Fair 2016</td>
<td>Eastern Cape</td>
<td>Buffalo City Metropolitan Municipality</td>
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<tr>
<td>27</td>
<td>27 September 2016</td>
<td>DOL East London Career Expo</td>
<td>Eastern Cape</td>
<td>Buffalo City Metropolitan Municipality</td>
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</tbody>
</table>
More than 1200 adult education and training (AET) learners from various mining companies gathered at the Northam Platinum Mine Stadium in Limpopo on Saturday, 10 September to celebrate literacy and their AET achievements. The MQA and National Union of Mineworkers (NUM) celebrate International Literacy Day annually in different provinces and have previously formed partnerships with mining companies in the community to further encourage participation.

This year marked the 50th anniversary of the global International Literacy Day celebrations. On this day the importance of literacy among communities, societies and individuals is highlighted. In South Africa, Adult Education and Training (AET Programmes) are well recognised for the marked improvement and contribution they have made to the country to improve literacy levels, which was a result of the imbalances of the past.

The event also aims to encourage new entrants to AET programmes, motivate current AET learners and celebrate those who have successfully completed their AET training. The theme for this year was “Education for career progression and liberation of society.”

Mr Sammy Fever kept the atmosphere humorous and flawlessly directed the programme of the day, ensuring that delegates were entertained.

The highlight of the day was when Mr Lyson Banda ascended the stage and shared his inspirational story. He related how he enrolled in AET classes in 2001 and successfully progressed through all the levels, which ultimately empowered him to write his own CV. In 2008, he was appointed as a learner miner after a successful interview, and qualified as a miner in February 2011. He completed the six-week shift boss course from October to November 2011 and was appointed as a relieving shift boss in February 2015.

The Minister of the Department of Mineral Resources (DMR), Mr Mosebenzi Zwane, was expected to deliver the key note address on the day, but could not attend due to unforeseen circumstances. The Minister’s key note address was delivered by Mr Mthokozisi Zondi, the MQA Acting Chairperson of the Board. One of the key messages in the Honourable Minister’s address was that he believes that increased literacy levels for
Mr Sammy Fever kept the mood light with his jokes, as the day’s programme director, Mr Lyson Banda, shared a good story of AET achievements.

Delegates attending the event.

The mining sector are crucial and contribute largely to the pivotal awareness of health and safety issues that will drastically reduce the fatalities experienced in the sector. He said that literacy is an instrument of empowerment for individuals, families and societies to improve their health, income and relationship with the world.

The Honourable Minister thanked the MQA for its responsiveness towards addressing the dilemma of illiteracy in our country. He further stated that the contribution of providing skills development programmes, made by the organisation in the mining and minerals sector, is visible and appreciated.

In his address, Mr Tebogo Mmotla, the MQA Acting Chief Executive Officer, highlighted that the MQA prides itself on the role it has played in supporting the need for AET, in the mining and minerals sector.

“We will continue to be a propellant for the promotion and inclusion of AET in all mining companies.”

Mr Sammy Fever kept the mood light with his jokes, as the day’s programme director.

Mr Lyson Banda sharing a good story of AET achievements.

Delegates attending the event.
Stakeholders are encouraged to escalate unresolved cases to info@mqa.org.za or DelonV@mqa.org.za to ensure that cases are recorded through the use of the CRM system and resolved.

Ms Pfariso Ramudzuli from the MQA ETQA unit maintained the record of recording the highest number of cases on the Customer Relationship Management (CRM) system for the period July to September 2016.

She continued to lead in the number of cases recorded on the CRM system as she recorded and resolved 737 stakeholder Quality Assurance related cases. She recorded and resolved 1038 queries during the period February to June 2016.

Because she is setting a good example of resolving stakeholder queries we can safely say that she is our CRM Ambassador.

The MQA acknowledged her contribution and congratulates her for her consistency in recording queries and compliments from stakeholders on the CRM system. Her contribution is valued!

The MQA continues to use the Customer Relationship Management (CRM) system to ensure that it builds and maintains strong, loyal relationships with its stakeholders. The system allows the organisation to monitor Unit interactions with stakeholders, ensuring that stakeholder queries are responded to and within reasonable time lines.

1. **Customer Relationship Management (CRM) Queries raised on info@mqa.org.za**

<table>
<thead>
<tr>
<th>Case Breakdown Per Unit</th>
<th>Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number Recorded Per Unit</td>
<td></td>
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<tr>
<td>SDR</td>
<td>Bursary</td>
</tr>
<tr>
<td>47</td>
<td>26</td>
</tr>
</tbody>
</table>

2. **Total number of walk-ins**

   The Head Office also remains with the highest number of walk-ins, we encourage greater stakeholder participation from the regions. Our goal is to also include M&E so that queries raised are recorded.

<table>
<thead>
<tr>
<th>Number of walk-ins throughout MQA</th>
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<tbody>
<tr>
<td>Head office</td>
</tr>
<tr>
<td>1674</td>
</tr>
</tbody>
</table>

Stakeholders are encouraged to escalate unresolved cases to info@mqa.org.za or DelonV@mqa.org.za to ensure that cases are recorded through the use of the CRM system and resolved.
3. Key case topic per unit

**ETQA**
- Reprinting of certificates;
- Verification of trade certificates;
- Moderator and assessor registration forms;
- List of skills programme and unit standards;
- Stakeholders requesting learning material;
- Stakeholders requesting the statement of results; and
- Guidelines on accreditation.

**Learning Programmes – Strategic**
- Application forms and information on internships;
- Outstanding fees that have not been paid;
- Accommodation issues; and
- Applications for work experience.

**Bursaries**
- Outstanding allowances;
- Outstanding tuition fees; and
- Bursary Application forms for 2016/17.

**SDR**
- Stakeholder requesting the WSP-ATR Template;
- Inter-SETA transfers;
- Bookings for the SDF workshops.

**Learning Programmes – Operations**
- Outstanding grants that have not been paid;
- Guidelines on how to upload learner agreements;
- Allocation of grants;
- Terminations and extension of agreements; and
- Remittance of grant payments.

**MQA Regional Offices**
- Reprinting of certificates, verification of trade certificates;
- Moderator and assessor registration forms;
- Outstanding bursary fees that have not been paid;
- Bursary accommodation issues; and
- Requests for statement of results.

**NEW APPOINTMENTS**

The MQA would like to welcome the following staff members that were appointed during the second quarter of 2016-2017 financial year.

- Sakhile Mlauzi - IT Manager
- Vivian Moloisi - PA to COO
- Thokozani Mlambo - Research Specialist
- Felicitus Lebetha - Bursary Officer
- Tebogo Thankge - Bursary Officer
- Joshua Chetty - Bursary Officer
Personal and Educational Background.

My name is Amanda Ntibane. I am a beneficiary of the MQA internship programme. My career journey started at Primrose Technical High School, where I completed matric. I studied a National Diploma in Metallurgical Engineering at the Vaal University of Technology and obtained a BTech degree in Metallurgical Engineering at Tshwane University of Technology. I was offered an opportunity for my inservice training with Xtrata Coal and this is where I was introduced to the corporate world. I am also studying an Operations Management degree at the Vaal University as an enhancement course to the metallurgy career path.

What inspired your career choice?

With a technical high school background I was already programmed to study an engineering course. What drove me towards my career choice was mainly curiosity and the love of chemistry. Seeking a change, I studied something that was new to me, but which still comprised a bit of chemistry. I completed a foundation course which led me to the discovery of metallurgy. After researching more about it I realised it suited my abilities.
What does your occupation entail?
The MQA, together with GoldPlat Recovery, enabled me to experience metallurgy in its rawest form as an intern, and I secured a permanent job as a shiftsman (shift foreman). My duties include:
► Monitoring performance of plant operator for effective plant operations;
► Giving adequate training to plant operators and assisting with operations;
► In charge of milling operations;
► In charge of CIL operations;
► In charge of tailings operations;
► Maintain good housekeeping practise;
► Identify operational bottlenecks and troubleshoot them;
► Liaise with the electrical and maintenance team to ensure that the efficient and effective implementation of preventive maintenance on equipment is observed;
► Generate reports on plant operations and performance;
► Report daily to the production foreman and production superintendent on operational problems and performance;
► Mentor interns.

How has the MQA assisted you with your career development?
The MQA played a huge role in my career development by affording me the opportunity to put my dreams into action, stand out and do my best to shine brighter.

What encounters did you experience before the MQA assisted?
Being fresh from varsity is a challenge on its own in terms of kick starting your career, there are a lot of challenges involved getting your first job or your first internship program. I was unemployed for a year and seven months after completing my studies. Being rejected for jobs for not having enough experience is a challenge facing most graduates in most sectors; the MQA gives an opportunity and better chances to us graduates to develop our careers.

How would you encourage others?
As interesting as metallurgy is as a career, I would advise those who would like to pursue this career path to obtain a bursary. Economically, metallurgy is mostly dependent on mining and in the current economic climate the mining sector is not doing well. Metallurgical plants do not really hire large volumes of metallurgists, so many graduates are still unemployed, despite MQA's assistance. As a course, metallurgy is very interesting and stimulating, but there are a few opportunities for metallurgy graduates. Chemical engineering goes hand-in-hand with metallurgy, but is broader, so I would advise those who want to follow metallurgy to rather establish themselves in chemical engineering first. Should they be fortunate enough to get into mining, they can then further their studies and specialise in metallurgy.

What are your career objectives?
My career objective is to be an operational manager and possibly climb the ladder to becoming an executive of a reputable company. I would also like to develop a research group to keep up with technology in metallurgy.

Your biggest achievement to date?
The graduate programme proved my ability to work well with people and put my skills and qualifications into perspective. This secured me a permanent job as a shiftsman, which is a great start to my career. I couldn't be happier.

How will your career achievement contribute to the mining sector?
The mining sector contributes enormously to our country’s economy and working with gold, which is one of South Africa’s export commodities, makes me proud of my career choice. The ability of Gold Plat to recover what the large gold mining plants view as waste is intriguing. I am part of the team that creates wealth and develops people, skilfully and socially.

Inspiring words.
“At times our own light goes out and is rekindled by a spark from another person. Each one of us has cause to think deep gratitude to those who have lighted the flame within us” -Albert Schweitzer

I am very grateful for the opportunity given to me by MQA and GoldPlat, for the team I lead at work and all the challenging times ahead. I wish everybody's wings would enable them to fly to their best ability, regardless of the odds. As a mentor I commit to giving my best to contribute positively to society and the next generation of leaders in the mining sector. Copper, iron, gold, diamonds, platinum and chrome are our legacy from generation to generation. All the best to everyone looking for opportunities in metallurgy. May we make an impact in the growth and sustainability of this discipline. Let the rain of blessings fall and nourish, let us unite and treat with respect the mining wealth, let’s prepare well for ever-changing technology and raise the quality of minerals without compromising on safety.
FRAUD IS A CRIME

REPORT IT
DON’T SUPPORT IT

ANONYMOSLY REPORT FRAUD USING ANY OF THE BELOW CHANNELS:

0800 9 fraud (0800 9 37283)

sms “fraud” to 33 000

fraudhotline@nkonki.com

086 527 7294

www.nkonki.com

You will be protected from Victimisation in terms of the Protected Disclosures Act 26 of 2000