RESEARCH STUDY

Becoming a Training Centre of Good Practice
in the Metal Industry – a toolkit

PART ONE
Background to Study

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1. BACKGROUND

Prior research on artisan training in the metal industry found that employers are critical of the quality of graduates exiting training centres and entering workplaces. It is evident that a disjuncture exists between the expectations of metal industry employers, training centres and the quality of graduates.

Employers are concerned that graduates are not work-ready. They lack basic plant operator, foundational, communication, and problem-solving skills. Issues such as low productivity, poor work ethics, disinterest in further training, and poor attitude to supervisors are also a concern. Consequently, it becomes the responsibility of the employer to re-train new employees for the plant.

2. PURPOSE

The purpose of the research study is to develop a Toolkit and Code of Good Practice for training centres to improve the quality of training provision and graduates for the Metal Industry.

3. OBJECTIVES

The objectives of the study are the following:

$\Rightarrow$ Develop a prototype for conducting an evaluation of a training centre and transforming it into a Centre of Good Practice.

$\Rightarrow$ Pilot the prototype with the SEIFSA Training Centre.

$\Rightarrow$ Determine the findings of the pilot assessment.

$\Rightarrow$ Establish a common set of benchmarks for good practice for training centres in the Metal Industry.

$\Rightarrow$ Present the good practice guide to the merSETA for roll-out to all training centres in the Metal Industry.

4. DELIVERABLES

The deliverables are the following:

⇒   A **Pilot Study** of SEIFSA Training Centre to establish benchmarks and processes to improve the quality of training providers, provision and graduate outputs.

⇒   A **Report** for SEIFSA Training Centre with findings and recommendations (for SEIFSA only).

⇒   A **Strategy and Implementation Plan** to make SEIFSA a Centre of Excellence in artisan training (for SEIFSA only).

⇒   A **Toolkit** that can be used by training providers to become a Centre of Excellence.

⇒   A **Code of Good Practice** for artisan training centres.

5. KEY RESEARCH QUESTIONS

The key research questions are the following:

⇒   How do we **evaluate** the quality of an artisan training centre?

⇒   What are the **methods, instruments, processes and procedures** to evaluate the training centre?

⇒   How do we develop a **strategy and action plan** for improving the training centre?

⇒   How do we **monitor, evaluate and measure impact**?

⇒   What should be contained in the **Toolkit and Code of Good Practice**?

6. RESEARCH DESIGN AND METHODS

A multi-method approach to the study would be employed:

LITERATURE REVIEW

- Review literature of best practices of training centres.
- Develop criteria and templates for toolkit of Good Practice for training centres.

CASE STUDY

- Develop case study of pilot training centre – SEIFSA Training Centre.
- Conduct pilot study.

INTERVIEWS

- Conduct interviews with stakeholders of pilot training centre – managers, trainees, trainers and employers.

WORKSHOP

- Review literature of best practices of training centres.
- Develop criteria and templates for toolkit of Good Practice for training centres.

7. CONSIDERATIONS

merSETA's Strategy & Research Division's Senior Manager: Strategic Projects Partnerships & Development provided some documents which were considered in the study:

$\Rightarrow$ merSETA's ISOE Policy, although from the NSDS II era, has relevance to measurable criteria.

$\Rightarrow$ DHET's recent concept document outlining quality objectives in TVET College training provision.

$\Rightarrow$ merSETA's research report titled "*COMET South Africa - Final Report and Documentation of Test Results*" where SEIFSA is referenced as one of the test sites.

$\Rightarrow$ The DHET's new concept document detailing the Employer Survey that after consultation, replace the WSP and ATR submissions for mandatory grants. This document needs to be considered in the context of planning the number of training places per occupation.

The outcomes of the research will include recommendations, a toolkit and Code of Good Practice to assist training providers in the Metal Industry to improve the quality of training, trainers and assessment and preparedness of graduates for the workplace.