



STAKEHOLDER SURVEY IN RESPECT OF THE RE-ESTABLISHMENT OF THETA

FINAL REPORT

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MANAGING FOR EXCELLENCE

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TABLE OF CONTENTS

	Page
Executive Summary	2
1. Introduction	3
2. Survey Development and Distribution	4
3. Results	5
4. Conclusion	13
5. Annexure A – Comments and suggestions provided in survey responses	14

EXECUTIVE SUMMARY

The Tourism, Hospitality & Sport Education & Training Authority (THETA) is mandated to promote and facilitate skills development in the Tourism, Hospitality, Sports, Recreation, Conservation and Gambling sub-sectors. THETA's population is estimated at 40 000 employers with over 400 000 employees. As THETA is a public body that performs a pivotal role within the skills development framework it is important that the institution receives endorsement for its re-establishment and its scope of operation for the period 2010 to 2015. To this end THETA conducted a web-based stakeholder survey during February/March 2009. This report presents the findings of the survey.

Response rate: respondents were provided with a total of 24 days in which to complete and submit the questionnaire. During the submission period a total of 432 responses were received. This reflects a response rate of 16.6%.

Respondents were asked whether they support THETA's reestablishment for the period 2010-2015.

- 83% of respondents support the re-establishment of THETA;
- 10% do not support THETA's re-establishment; and
- 7% of respondents did not complete this question.

Respondents were asked to indicate whether they believe the sectors currently falling within THETA's mandate should be retained. The results show that for all sectors a majority of respondents indicated that the sectors currently within THETA's mandate should be retained. The positive response was relatively strong for the hospitality, tourism & travel services, and conservation & tourism guiding sectors; and less strong for the gambling & lotteries, and sport, recreation & fitness sectors.

A series of questions asked the respondents to indicate whether they feel that sub-sectors are appropriately assigned to various sector categories. In all categories the majority of respondents felt that sub-categories were appropriately assigned to various sector categories.

Respondents were asked to indicate whether they recommend the transfer of Standard Industry Classification (SIC) codes from other seta's to THETA, in cases where these SIC codes are relevant to THETA's mandate. A majority of respondents indicated that this should be the case.

Respondents were asked to indicate whether they recommend the allocation of new or emerging SIC codes to the THETA mandate. A majority of respondents indicated that this should be the case.

1. INTRODUCTION

Skills development has been identified as a key requirement for economic growth in South Africa, and for the economic empowerment of the previously disadvantaged majority. As a result, the Skills Development Act (1998) provides a framework for the development of skills in the workplace. Amongst other things, the Act makes provision for skills development by means of a levy-grant scheme, and the establishment of 27 sector-specific Sector Education and Training Authorities (SETAs) to administer the scheme's funds, and manage the skills development process. The SETAs were established in March 2000 and are responsible for the disbursement of training levies payable by all employers in the country.

The Tourism, Hospitality & Sport Education & Training Authority (THETA) is mandated to promote and facilitate skills development in the Tourism, Hospitality, Sports, Recreation, Conservation and Gambling sub-sectors. THETA's population is estimated at 40 000 employers and over 400 000 employees. As THETA is a public body that performs a pivotal role within the skills development framework it is important that the institution receives endorsement for its re-establishment and its scope of operation for the period 2010 to 2015. To this end THETA conducted a web-based stakeholder survey during February/March 2009. This report presents the findings of the survey.

2. SURVEY DEVELOPMENT AND DISTRIBUTION

The development of the questionnaire was completed by the appointed service provider, *Managing for Excellence*, in close consultation with THETA. After a final agreement on the format of the questionnaire it was distributed to THETA stakeholders by e-mail on 15 February 2009.

The following statistics apply to the distribution of the survey:

- Total messages sent: 3181
- Delivered: 2249
- Failed: 932 (~29%)

On 24 February 2009 a follow-up e-mail was distributed, and on 9 March 2009 a final request for the submission of questionnaires was distributed.

During the initial survey distribution a relatively large percentage of e-mail deliveries failed. This may result from two primary factors, namely e-mail addresses of stakeholders may have been changed, expired or closed, and secondly, e-mail addresses may have been incorrectly captured during the development of the database.

3. RESULTS

The closing date for the submission of questionnaires was set at 17h00 on 10 March 2009, thereby allowing respondents a total of 24 days in which to complete and submit the questionnaire. ***During the submission period a total of 432 responses were received. This reflects a response rate of 16.6%.***

The response rate exceeds the range of expected response rates for non-incentivised surveys of this nature (5%-10%).

The table below presents the sectoral composition of survey respondents. The results show that a majority of respondents classified themselves in the hospitality sector, with smaller yet significant participation from other sectors.

Please indicate your sector of operation		
Hospitality	182	42%
Gambling & Lotteries	27	6%
Tourism & Travel Services	75	17%
Sport, Recreation & Fitness	54	13%
Conservation & Tourism Guiding	63	15%
Not Selected	31	7%
Totals	432	100%

THETA STAKEHOLDER SURVEY

Respondents were asked to indicate whether the sectors that currently fall within THETA's mandate should be retained. ***The results show that for all sectors a majority of respondents indicated that the sectors currently within THETA's mandate should be retained.***

The positive response was relatively strong for the hospitality, tourism & travel services, and conservation & tourism guiding sectors; and less strong for the gambling & lotteries, and sport, recreation & fitness sectors.

A relatively large number of respondents indicated that the gambling & lotteries, as well as the sport, recreation & fitness categories should not fall within the mandate of THETA, even though the majority of respondents did indicate that these sectors should remain within THETA's mandate. This led the researchers to ask whether it was predominantly respondents from these sectors who indicated that they should not fall within THETA's mandate, or alternatively whether respondents from other sectors felt that these sectors should not fall within THETA's mandate. An analysis of the data shows that respondents from the gambling & lotteries sector overwhelmingly felt that their sector should remain within THETA's mandate (89%). The same percentage of respondents from the sport, recreation & fitness sector felt that their sector should remain within THETA's mandate (89%).

In your opinion, should the following sectors fall within the mandate of THETA?						
	Yes		No		Total / Percent	
Hospitality	383	89%	9	2%	392	N/A
Gambling & Lotteries	207	48%	149	34%	356	N/A
Tourism & Travel Services	376	87%	8	2%	384	N/A
Sport, Recreation & Fitness	218	50%	152	35%	370	N/A
Conservation & Tourism Guiding	351	81%	27	6%	378	N/A

THETA STAKEHOLDER SURVEY

A series of questions asked respondents to indicate whether they feel that sub-sectors are appropriately assigned to various sector categories. ***In all categories the majority of respondents felt that sub-categories were appropriately assigned to various sector categories.***

The results are shown below:

In your opinion, should the following sub-sectors be included in the Hospitality category?						
	Yes		No		Total / Percent	
64101 - Hotels, motels, boatels and inns registered with the SA Tourism Board	384	89%	9	2%	393	N/A
64102 - Caravan parks and camping sites	320	74%	57	13%	377	N/A
64103 - Guest houses and guest farms	377	87%	12	3%	389	N/A
64104 - Hotels, motels, boatels and inns not registered with the SA Tourism Board	341	79%	44	10%	385	N/A
64105 - Bed and Breakfast	376	87%	13	3%	389	N/A
64106 - Management and operation of game lodges	357	83%	30	7%	387	N/A
64201 - Restaurants or tearooms with liquor license	323	75%	64	15%	387	N/A
64202 - Restaurants or tearooms without liquor license	304	70%	78	18%	382	N/A
64203 - Take-Away counters	258	60%	119	28%	377	N/A
64204 - Caterers	305	71%	81	19%	386	N/A
64205 - Take-Away restaurants	280	65%	103	24%	383	N/A
64206 - Fast food establishments	282	65%	98	23%	380	N/A
64207 - Other catering services including pubs, taverns, night clubs	275	64%	100	23%	375	N/A
64209 - Other catering services N.E.C.	274	63%	92	21%	366	N/A
84111 - Timesharing	281	65%	94	22%	375	N/A
88994 - Bioscope Cafes	233	54%	137	32%	370	N/A

THETA STAKEHOLDER SURVEY

In your opinion, should the following sub-categories be included in the Gambling and Lotteries category?						
	Yes		No		Total / Percent	
96419 - Operation and management of horse racing events and clubs and academies	295	68%	80	19%	375	N/A
96494 - Gambling, licensed casinos & the national lottery, incl. bookmakers, casinos, bingo operators	318	74%	58	13%	376	N/A

In your opinion, should the following sub-categories be included in the Tourism & Travel Services category?						
	Yes		No		Total / Percent	
71214 - Tour operators (inbound and outbound tour operators)	380	88%	10	2%	390	N/A
71222 - Safaris and sight seeing bus tours	376	87%	11	3%	387	N/A
71223 - Safaris and sightseeing tour operators	376	87%	12	3%	388	N/A
73002 - Inbound international flights	334	77%	47	11%	381	N/A
74140 - Travel agency and related activities	358	83%	27	6%	385	N/A
85110 - Renting of land transport equipment	269	62%	113	26%	382	N/A
85111 - Renting of land transport equipment including car rentals	287	66%	96	22%	383	N/A
8899A - Event and conference management	314	73%	69	16%	383	N/A
96195 - Operation and management of convention centres	308	71%	70	16%	378	N/A
96336 - Tourist info centres	371	86%	13	3%	384	N/A
99028 - Car hire	299	69%	83	19%	382	N/A
99048 - Tourism authorities incl. but not limited to tourism marketing, tourist information centres, publicity associations	363	84%	19	4%	382	N/A

THETA STAKEHOLDER SURVEY

In your opinion, should the following sub-categories be included in the Sport, Recreation and Fitness category?						
	Yes		No		Total / Percent	
93195 - Operation and management of health and well-being centres including hydros, spas, fitness centres	326	75%	47	11%	373	N/A
96000 - Recreational, cultural and sporting activities	329	76%	42	10%	371	N/A
96002 - Recreational, leisure and outdoor adventure activities	323	75%	47	11%	370	N/A
96196 - Amusement parks	260	60%	109	25%	369	N/A
96410 - Sporting activities	323	75%	47	11%	370	N/A
96411 - Operation and management of sporting facilities and clubs	323	75%	50	12%	373	N/A
96412 - Operation and management of sport academies	322	75%	50	12%	372	N/A
96413 - Promotion and management of sporting events and activities	322	75%	51	12%	373	N/A
96415 - Management and operation of non-motorized sporting activities	309	72%	63	15%	372	N/A
96417 - Sporting activities incl. but not limited to sport federations	314	73%	57	13%	371	N/A
96418 - Management and operation of motorized sporting activities	298	69%	72	17%	370	N/A
96491 - Operation and management of recreation parks & beaches, fairs and shows and recreational transport activities	307	71%	67	16%	374	N/A

THETA STAKEHOLDER SURVEY

In your opinion, should the following sub-categories be included in the Conservation and Tourism Guiding category?						
	Yes		No		Total / Percent	
11520 - Hunting and trapping including related services	318	74%	58	13%	376	N/A
96320 - Museum activities and preservation of historical sites and buildings	336	78%	43	10%	379	N/A
96322 - Provision for management and operation of monuments, historical sites and buildings	330	76%	48	11%	378	N/A
96323 - Management and operation of museum, cultural and heritage activities	332	77%	48	11%	380	N/A
96333 - Game parks, reserves incl. but not limited to wildlife parks, zoological parks and botanical gardens	359	83%	22	5%	381	N/A
96334 - Activities of conservation bodies	334	77%	41	9%	375	N/A
96335 - Wildlife conservation incl. wildlife, game parks, zoological establishments, botanical gardens, etc.	348	81%	28	6%	376	N/A
99049 - Guides incl. tourist, river, mountain, etc.	359	83%	20	5%	379	N/A

THETA STAKEHOLDER SURVEY

Respondents were asked to indicate whether they recommend the transfer of Standard Industry Classification (SIC) codes from other SETA's to THETA, in cases where these SIC codes are relevant to THETA's mandate. A majority of respondents indicated that this should be the case.

I recommend the transfer of SIC Codes from other SETA's to THETA, in cases where these SIC Codes are relevant to THETA's mandate.		
Yes	237	55%
No	30	7%
Don't know	129	30%
Not Selected	36	8%
Totals	432	100%

Respondents were asked to indicate whether they recommend the allocation of new or emerging SIC codes to the THETA mandate. A majority of respondents indicated that this should be the case.

I recommend the allocation of new or emerging SIC Codes to the THETA mandate		
Yes	194	45%
No	38	9%
Don't know	158	37%
Not Selected	42	10%
Totals	432	100%

THETA STAKEHOLDER SURVEY

Respondents were asked whether they support THETA's reestablishment for the period 2010-2015. 83% of respondents support the reestablishment of THETA. 10% do not support THETA's reestablishment; and 7% of respondents did not complete this question.

I support THETA's reestablishment for the period 2010-2015		
Yes	356	83%
No	44	10%
Not Selected	32	7%
Totals	432	100%

The final question on the survey asked respondents to provide any comments and/or suggestions. A number of comments were received, ranging from highly positive to highly negative. These comments are provided as an annexure to the report.

4. CONCLUSION

The THETA stakeholder survey achieved a response rate of over 16%, which is relatively high for web-based surveys. One of the primary objectives of this survey was to ascertain whether THETA's stakeholders support the institution's re-establishment for the period 2010 to 2015. The response to this question was very positive, with 83% of respondents indicating that they support the re-establishment of THETA.

The THETA stakeholder survey provides valuable information regarding the perspectives of THETA's stakeholders on a number of matters affecting the institution. The opportunity provided to respondents to make comments or suggestions provided especially interesting results, with responses ranging from highly positive to highly negative. Access to the full response database including respondent contact details will allow THETA to engage with particular stakeholders who have voiced concerns or recommendations.

The results of this survey will prove invaluable in THETA's ongoing efforts to serve its stakeholders.

ANNEXURE A

COMMENTS AND SUGGESTIONS PROVIDED IN SURVEY RESPONSES¹

- Keep up the good work that you are doing. There might be some obstacles on your journey to delivering. Don't let that be your destination. There are people who appreciate your services.
- I seriously recommend where possible that all associated SIC Codes be allocated to THETA as there are so many fly by night organizations. Ignorance and taking people for a ride that THETA could protect people against abuse
- The tourism industry is one of the country's most important sectors. It needs to be provided a clear base to develop this potential to the full. Tourism is a tertiary sector. Dominate by SMMEs. That needs to provide an enabling environment to grow in.
- Hospitality training providers have no confidence in THETA as the process of getting accreditation is too complex and too slow. Training providers want to develop and skill people. and do not want to be burdened with unnecessary and longwinded processes and procedures. Small training providers do not have the capacity and financial means to employ full time employees or specialists to be able to get their organizations accredited with THETA. however. they have the skills and knowledge to be able to train and assess learners.
- THETA is doing an awesome job..... keep it up!
- So far THETA's subject matter knowledge has been appalling. New people with new rules. ETQA managers who play politics and actively disrupt any progress. either from outside interference or personal lack of competency. Dealing with THETA so FAR has been a nightmare. added to that the loss of documents and lack of facilitation has aggravated the lack of subject matter knowledge
- PUGASA and its members have seriously been affected by the lack of subject matter knowledge at THETA. The lack of facilitation by ETQA managers and the sabotaging of attempts to have subject matter experts nominated for the Guiding SGB. THETA so far has been a nightmare
- THETA has suffered from a gradually creeping "empire" to the extent of being overwhelmed by extraneous requirements beyond the legitimate mandate of any SETA. The very diverse nature of the mandate makes regulation. and especially intimate knowledge of academic concerns across a range of academic disciplines. almost impossible. The advent of QCTO will improve accountability. yet the extension to Level 10 will add a further management and interpretive burden.
- THETHA has contributed to many significant improvements in the tourism industry and particularly so with tour guides. culture & heritage. nature and the environment
- I support the reestablishment but the authority should ensure efficient support to the service providers. I submitted my phase 1 application for accreditation in November last year. but to my surprise no one seem to be guiding me efficiently through the process. Can somebody do his/her job. I'm stuck.
- Please make Learnerships more accessible to companies in the hospitality sector. There is great demand but unfortunate barriers in successfully applying for Learnerships.

¹ Please note that this is un-edited text as submitted in the survey

THETA STAKEHOLDER SURVEY

- 8899A - Event & Conference Management can be moved to Sport Recreation & Fitness
- 'I do not support THETA unless they start supporting rural development better. It is crazy that SMMEs. based in the poorest areas in the country. where there are no alternative jobs other than hospitality and tourism sector. who make an effort to do training. are not given continuous support... or it is hard to get on going support.
- I am weary that THETA shouldn't have more than enough on their plate. As it is. it is difficult to get the best service from THETA due to everything being centralized in Gauteng. We battle in other provinces to get first hand attention because we are told that THETA is greatly understaffed. I was told this by THETA staff. When we enquired about setting up offices in other provinces. we were told that there's no budget for such. My concern now is that I hope THETA does consider these above-mentioned points because the service delivery is very slow and we are meant to understand and accept that we don't get accreditation easily because you are understaffed.
- There is a lack of communication and transparency with THETA and the public.
- THETA is doing a great job but I am concerned with the decision that was taken in the Eastern Cape to empower boxers (no recent developments have been published)
- The communication levels with THETA with the industry is shocking. There was a meeting at Lagoon Beach On Monday 9th January. Most of the people were not aware of the meeting. Shocking. No feedback when you call THETA. people are never at their desks. or out on long lunches and never get back to you timeously. It would help if this was improved as the communication levels need a huge upgrade.
- Cultural tourism and transportation should meet a set standard to be regarded as such.
- out of all the setas I believe THETA has done well extending its period would be advantageous to the sector.
- I believe THETA concept is the right way to go. this does not mean I agree with the way THETA has been managed in the past. There must be controls on THETA to insure this huge responsibility of creating a better South Africa for all is not abused.
- Quite happy with the levy/grant department admin department
- Continue doing good work especially for disadvantaged communities in Eastern Cape in particular and other provinces in general
- THETA has done exceptionally well for the past years. and has help create jobs and career Guiding. Let them continue the good work
- I believe that THETA is the most cumbersome and inefficient of all Seta.
- THETA is one of the few SETA that have performed and delivered on the industry needs. The recent problems in THETA is an isolated incident and should not be seen as a SETA that derelicts on its duties. The staff are very friendly and always helpful.
- The THETA needs to become a lot more professional in ALL their services they offer.
- Recently attended MERSETA info and workshop sessions. Their processes. and interaction with stakeholders was impressive. Perhaps THETA could adopt similar systems.

THETA STAKEHOLDER SURVEY

- More guidelines for smaller Industries to claim a part of the levies back for example waiter training griller training. Time frames to the training .
- I think all the setas need to be re organized they are not doing well at all.
- what a strange way to get in contact with us for the first time ever. Another example you badly THETA is organized and does not look after its industry. seems you just look to get more of the sdl funds with out EVER providing any service to the existing industry which pays you.
- Please make unit standards more easily to find at this stage it is almost
- I have only completed sections of this survey as I don't feel that I am in a position to comment on other fields which are outside of my reference.
- It is a concern that THETA is already so busy. and that there already are such a backlog in administration and processes.
- As I have been in the Hospitality for twenty years I would like to see THETA continue provided that it is managed better. more controls and better communication.
- Become more accessible when establishing Venture Creation Learnerships with Sporting Codes
- Providing that THETA is administratively efficient. and is free from graft and corruption. regulation of the activities I have ticked above to ensure a basic minimum standard is guaranteed is desirable/necessary.
- THETA has done nothing for the small accommodation sector or rather small tourism entrepreneurs.
- I would like to know who is who at THETA in terms of my file status.each time i call i am referred from pillar to post i do not know who is handling my file.but the name is on your database.i would like to know the status of my accreditation. all i know is that i submitted my phase "B" years ago as far as 2005 to date i have had no feedback.my company name is ZM CATERING under the ownership of Zodwa Hlophe my no is 0833019723
- The should be a survey on THETA accreditation so that we rate it too. there is a lot of improvement that is needed.
- Process of Accreditation is a bit rigid - any chances of deploying officials especially the North side of the North West Province for comprehensive support with regard accreditation. This is our fifth year trying to be accredited with THETA - any suggestion from your Office?
- Expedite the registration of companies to your database
- THETA has played a very vital role in regard to skills development and has benefited the disadvantageded .i will give examples ie as a training provider it gave us the opportunity to train learners living with disabilities and through this programme it proved
- The mandate given by the Department Of Labour to THETA is good but the problem is with the logistical problems that is within the seta if it can be corrected and the seta continued because it helps in bridging the skills gab within the sector.
- THETA to assist us on the establishment of the learnership programme and to continue with the GDP support.

THETA STAKEHOLDER SURVEY

- THETA must standardize assessments and evaluations across board on quality not quantity and mainly service delivery.
- Heritage drives a large part of tourism. yet we have training for heritage falling under a different SETA. In order to create better tourism products and services and experiences. we need much better alignment between these SETA's (MAPPPP and THETA) or we need both tourism and heritage to fall under one SETA. We have been training in heritage for the past several years. with the economic understanding of heritage. however without a broader understanding of how museums and heritage can support and initiate economic development. it is almost impossible to get beyond the bottlenecking of govt and museums who fail to transform in line with the heritage tourism sector. No upward progression of staff takes place. and the current incumbents cannot understand how heritage and museums are economic facilitators. If we are talking about really addressing issues of job creation and transformation. much better synergy between these two sectors must be found. When we initially were accredited as training providers. our SIC codes fell under THETA but our accreditation was under MAPPP. Now our SIC code falls under MAPPP but we are essentially doing THETA work. This confusion is leading to the inability to really develop quality people and quality products.
- Humans are always striving to change things and cause more confusion. Why don't we make minor improvements to our current THETA and SETA system. and STOP changing things that waist money.
- I wish that access to THETA information and accreditation could be made easily available
- I also recommend that sports activities and facilities stand on their own for growth purposes and introduction of related sports programmes in the future.
- THETA helps to improve the standard of services by different organization within THETA scope.but the problem is mostly encountered by small organizations which provide training because the requirement for THETA is higher. For example if you want to provide training in food production you need to have a kitchen and so.. which they can not afford in the early beginning of their training.
- HELP black SMME's service provider to get accreditation so that they can help their communities. Most service providers they train people in rural areas but do not give support & mentorship.
- Just ensure there is no corruption within the department. an if so that the culprits are properly dealt with
- Accreditation takes too long. its expensive. especially to the emerging providers like my company.
- There is not much support to providers who which to register as a service provider. Communication is poor as well as assistance.
- Well done THETA. you are helping many people. and you are also bringing lots and lots of changes to our South African
- Staff of THETA needs to be more service driven and respond on mails and queries.

THETA STAKEHOLDER SURVEY

- I personally think because of all the bad press and publication given to THETA we should establish a new body
- Please speed up processes and ETQA to be helpful for service providers to gain accreditation. Also I think it would be better if all the SETA's had the same formats for requesting information. because really you all want the same info. so why the difference?
- Please note that my comments are aimed only at the principle of the existing of THETA as an entity on its own.
- THETA has contributed a very important service to make my company more efficient.
- I have appreciated all that THETA has put together for our industry.
- Communication with stakeholders must be improved more. THETA should be contactable easily without being send from pillar to post and officials who answer phones must be knowledgeable and informative otherwise THETA should continue to exist. it's good for the country. Good luck.
- Please extend registration of members
- My dealings with THETA have been pleasant. Especially the ladies who help us with our Workplace Skills Plans. It is very complicated and nothing is ever to much for them! Thanks! PS _ I do feel at times info is released a bit late to stake holders e.g. deadlines for learnerships. We are not given enough time to get ready. Thanks
- As new services providers we are struggling to get accreditation. Your method is not user friendly.
- If can communicate more with stakeholders
- A comment on the work place experience in the skills and learnership programmes in the conservation sector - a number of the US that are completed or covered in the programme often can not be experienced due to the time of the year that the intervention occurs e.g. burning - this is restricted to a certain time of the year and often falls out of sync with the theoretical programme; culling - there is not always any reason for culling as excess numbers are removed through hunting or live offtakes. This makes it difficult for learners to prove their competency practically. at this moment I unfortunately have no suggestions to deal with this
- THETA must improve on its communication system and updating its databases.
- Accreditation process should be made much easy especially for previously disadvantage communities.
- Satisfied with survey.
- Open support centres in Port Elizabeth
- I think that only people in the relevant sporting. recreation and tourism sectors would be best in answering some of the above questions as they know what's relevant
- I think for now you are doing great job in skilling people from the conservation. hospitality and most of the employees in this have experience but not enough quality skills keep it up!!!!!!!!!!!!
- I do not like to repeat the same thing all over again. please improve THETA management system. We are here to assist to run a professional seta together make use of us.

THETA STAKEHOLDER SURVEY

- Once all the sectors have been rearranged into the correct SETA's relevant to their specific needs it will streamline service delivery and facilitate pertinent skills development. The initial division was a bit willy nilly and resulted in sectors being assigned to non content relevant SETA's who had no idea of the problems/challenges specific to that sector.
- Over the past 2 years I have found THETA's operation to be greatly improved and the staff, particularly of the ETQA, generally to be very helpful. I would like to see a reduction in the number of fields covered (remove gambling etc.) to make it more focused on tourism and hospitality.
- I suggest that, Institutions which have dual functions must be advised to register to both THETA and Service Seta. Funding of Learnerships should be budgeted on time to avoid any delays due budget.
- Gambling is not part of tourism.
- Your administration is extremely bad
- I would suggest especially in the hospitality training that THETA put all unit standards together. in that way it will make work easier and less mistakes
- I support fully and request in strong terms that THETA should continue until 2015. The role that they are providing is critical. Even though our interaction with THETA has been bumpy with regards to accreditation, may be shortage of staff can be the reason for taking too long before they process the paper work. Their customer service is great and it is possible to meet the staff including the big boss without difficulties unlike other organisations and government departments. Please continue opening the door for the people that you work with for the betterment of our citizens. Thank you
- THETA should be disbanded in 2010. It has never worked and will never work under the current structure. When you have lost the trust and support of the industry you represent, it is time to go.
- IT MUST BE POSSABLE TO USED UNCLAIMED FUNDS TO TRAIN HDI
- It will be necessary to make the systems less academic and have more consistency of the registration documents between the different seta's to save time.
- I think THETA should be dissolved. It is a poorly managed organisation wasting our money, i could use the money I give THETA with much better results.
- I believe that all sectors who provide a service, promote tourism and sectors which affect tourism like museum management, building conservation etc should fall under THETA's mandate to ensure that skills are developed to better promote SA to both South Africans and visitors from abroad.
- there should more concentration on awareness in health and the job security of the employees, improve more on skills development and make sure that are easy to accesses by workers.
- The Sport environment can not fulfil its duties properly without the professional assistance of the THETA as we are experience it currently
- I support their re-establishment in the hope that they will actually carry out their mandate this time around because they have been doing an extremely poor job up to now.
- My fields of operation includes all, but gaming and lotteries, but the system don't allow me to indicate them all.

THETA STAKEHOLDER SURVEY

- THETA has adequately regulated the training/teaching and learning of facilities in the travel and tourism sectors but should not include sports & recreation.
- We hope that THETA's reestablishment for the period 2010-2015 will improve and staff members will be more of support to new companies who want to be accredited. As for now there is no order. no support system and a lot of confusion when it comes to directing new accreditation to company as a result very few companies are accredited by THETA.
- the reestablishment of THETA will be a positive to all stakeholders providing THETA employs more professional Management.
- THETA is one of the first Setas that was ready for the new National Qualifying Framework and life long studies. I'm proud to be associated with such a remarkable institution
- THETA has not done the hospitality industry any favours in the time it has existed. They have turned themselves into a bureaucratic institution which has used red tape to hide its incompetence. My belief is that industry experts have to be brought into the field to decide what our industry requires and how it (an umbrella body) is able to assist. I believe this will work under the umbrella of an organization like FEDHASA (restructured) and not a government organization or another SETA. The Services SETA works (in a fashion! - better than most) because of the personality at the helm. as soon as that changes so will its effectiveness. The body needs to be appointed/ structured by the industry. for the industry. As soon as you mix industries under the same umbrella you will have a less than effective result.
- It would be useful for future reference to note that the majority (if not all) casino operators regard themselves as being in the hospitality sector and your form doesn't allow you to tick both. If you consider these as separate sectors. then by definition your agency's mandate cannot extend to the casino industry.
- THETA in its current form should be capacitated to perform better to serve all stakeholders. Service delivery of some of the sections e.g. learnerships has not been according to the standards that should be reflecting the positive and excellent service from the entire organization.
- THETA has an important role in view of the contribution of tourism and related activities to the G.D.P.
- I have had dealings with THETA since 2003 and I have had a good experience with them. There standards are extremely high in Hospitality when it came to programme approval and the staff were very efficient. Keep up the good work!
- The tourism industry should fall within one umbrella body or a council to be more effective this will also assist industry and education when tourism programmes are being developed
- We have only recently applied for programme approval under the MoU. and therefore have little experience of THETA. However. so far our experience has been far more positive than the other SETAs with who we interact (TETA. Services Seta and ETDP Seta).
- Excellent survey. the industries THETA looks after are very broad and need to be narrowed down.
- I find the incentive of the grants a good motivator and disciplinary tool for tourism businesses to strive towards proper skills training especially since Service Excellence is now becoming a national priority that DEAT and the TBSA will be rolling out

THETA STAKEHOLDER SURVEY

across the tourism chain. I would also like to see a campaign to list all the smaller tourism business who are not paying Skills Levies and/or but do not have to submit a WSP and ATR. onto an active database receiving relevant newsletters from THETA as motivator the become more active in the skills sphere. Would also appreciate better interaction between THETA and the provincial tourism authorities which will give THETA a better profile and assist the provinces to endorse the THETA strategies and programs . Found the SDF workshop very useful and need further training on skills audits and alignment with the Sectoral plans - please involve us!

- THETA is doing a wonderful job. I believe its mandate should be extended. As only 10% of levy payers in the sector pay levies to THETA. I believe additional funding from the NSF should be given to THETA to help fund training for 2010 world cup soccer event.
- The THETA is disorganized and has on average not had sufficient good staff. Those that are good are overworked and messed around by those who should be in jail for their corruption (and incompetence). There is question around the actual value they add.
- help us to get accreditation.
- THETA s` role as a researcher . monitor and backup facility for training in the hospitality Industry.
- The learnership programme could be a very successful way of incorporating unemployed into the hospitality industry however THETA allocate huge numbers to providers that are only in it for the money and not for the learner. the 2007 / 2008 learnership was extremely stressful for us as HASA almost leading us to bankruptcy providers with "alliances" within THETA were paid their tranches and the "donkeys" of the industry that do the learnership programme for the well being of the unemployed suffered as a result. Hopefully under the guidance of Muzi and Minah who are passionate about what they do the learnership prgoramme will only go from strength to strength.
- In Sports & Recreation there should be a body to regulate the type and qualifications of practitioners in the industry. All trainers and coaches in sport. should belong to a body such as REPS (Register of Exercise Science) such as the body in Australia. New Zealand. U K. etc. Sport Science should be regulated in a similar manner as the Health Professions for Physiotherapists & Biokineticists. with yearly Continuing Education Points for upskilling knowledge on a regular basis. to remain a member of that body. they could even be provided with a Practice / Business number. which is regulated.
- This is a very difficult survey to complete as most of us are not well informed about such things. These are only my opinions and should in no way be treated as well-informed views.
- But only if there are no more controversies or mismanagement of the organisation and more regular reports or news are provided to stakeholders.
- How effective was your support to emerging providers. Workshops were held nationwide in this regard. From those who benefited. how many were able to successfully apply for accreditation? We also need some support in our effort to apply for accreditation.
- Given the sterling work that this SETA has performed over the years. I recommend that they continue to serve within this component of services.
- keep on the good work

THETA STAKEHOLDER SURVEY

- I just would like the THETA to keep the quality of service delivering up. That will be key to service delivery.
- THETA plays a valuable role however I think its role in Sports, Recreation and Fitness needs to be communicated to all relevant parties - some sports federations are not even aware that THETA exists.
- I recommend that the scope for THETA not be extended but kept as is. It is complex and wide already. I suggest that more efforts be made to ensure that the capacity of the BOARD is better enabled to carry the mandate and be more able to support the establishment. The industry could do more to show and demonstrate support for ability to reap the expected outcomes. More visibility and partnerships at provincial and local levels would breed more success. There is room for more improvement of course.
- I would highly recommend a performance management system on THETA employees as this will ensure effective interactions between THETA Chamber Coordinator's and THETA member organisations.
- I fully support the need for a stand alone SETA for the Travel and Tourism sector however the scope needs to be redefined to include all sectors that relate to tourism proper - the inclusion of e.g. sporting activities (as opposed to sporting activities that are tourism related) are questionable and the sheer size of the scope impacts negatively on THETA's ability to deliver effectively to stakeholders. Current processes and structures need to be aligned to industry needs and improved before consideration is given to increasing the scope. Employees must have a tourism background as deliverables to date have been poor driven largely by the complete lack of understanding of the sector and its needs. There is no evidence of any management ability or capacity and this needs to be reviewed as a matter of urgency - positions must be filled by people with an ability to do the job at hand.
- I am in gaming and tourism sectors as well but your data dose not allow more then one
- Your accreditation is not use friendly. it is a struggle for a mere teacher to get it.
- THETA should reorganise themselves and ensure that the needs of service providers and learners are effectively and efficiently met. If personnel is a problem they can arrange with other Setas to train their interns while in return they will be executing activities of THETA and ensuring success of the authority of course if the law permits.
- THETA given the support and enough resources will certainly assist all involved in the activities as advised under the THETA banner. They mean well but possibly under a new structure and a focus on assisting their clients within the industry will certainly encourage us to install and re-install belief and faith in their capabilities. You have to have the right staff and tools in place to be able to fulfil their responsibilities effectively and in a professional and customer friendly and orientated manner.
- Although I do support the reestablishment for THETA. THETA need to drastically improve their services to all stakeholders in the next few months. The hospitality industry is a service industry and ongoing training is vital for the employees in the hospitality industry. Therefore THETA needs to support the industry by giving ongoing great service and really making a difference to their stakeholders. THETA's past service has been nothing but appalling and the industry has no faith in the service that Thetha provides.
- THETA needs to become a lot more efficient and responsive to market-driven needs and demands from companies and practitioners on the ground. both involved in training and assessment. and at the interface with tourists and clients. There is too much bureaucracy and not enough useful action.

THETA STAKEHOLDER SURVEY

- THETA must improve communication and return calls. respond to correspondence and e-mails.
- Please speed up the process of External Moderation.
- THETA is the best seta ever only difficult for accreditation to get. please help me to get my accreditation in sports and recreation
- Please improve on the admin side or improve your processes and systems
- Would like to see the THETA as one of the remaining setas. At least there was improvement and you performed to a required standard...
- Please consider having a database of subject experts in Tourism fields
- THETA should be proactive in coming up with programmes relevant to its sector. and not wait to be nudged by government and pressure groups.
- I feel that THETA needs to have a much stricter qualification requirement/standard for all field guides.tour guide and pvt.reserve guides.National Park Guides etc
- THETA needs to run efficiently and have sufficient resources for its mandate. The mandate must not be extended beyond the limit to fulfil the objective of efficient operation.
- Please add value to both business interests. Yours and South Africa's
- THETA is not visible enough in assisting your small enterprises. We need an initiative of training all B & B and restaurants in the former townships on customer service in preparation of all coming soccer events. I have personally started. But they are struggling with payment. THETA can come and subsidise. In fact I have a model to suggest
- I think a THETA-type organisation is important as it makes industry remember to do the things they should be doing - ie resourcing the industry with a skilled. Competent and educated workforce which is good for the industry & the country. However. like all huge organisations. THETA is user-unfriendly and until THETA can give a report (if they have. I haven't been notified) on how well they have served the industry thus far. what it has achieved etc. I can't support the reestablishments of an organisation that as far as I can see is untransparent. I think THETA and all the SETA's should be as streamlined as possible to make it manageable and accessible to their target companies. Especially small companies who don't have the resources to dedicate a team to the demands of THETA. When THETA does descend upon us it shouldn't be an irritation with thousands of ill devised & ill worded forms (all the paper wastage!!). The Online form is just as awful to work through and what happens to that information? We have NO feedback! So what are we paying for? It's not just about getting money back. What's the point of putting it in if we don't know how it is helping the industry???? Are our workforce increasing it's capacity through the efforts of THETA? It all gets so complicated that no one knows what is going on and the goalposts seem to change from year to year. THETA seems to assume that all companies have plenty of resources and money and can just arrange for staff to leave for extended periods of time to attend expensive "accredited" courses. There is an abundance of "accredited" organisations to train staff - but how much proper cognisance is given to on-the-job. INHOUSE training? Bits of paper (more paper!!) from a course are not useful as stand alones. They are useful additions to practical knowledge and in-house training.
- Kindly investigate fly by night institutions

THETA STAKEHOLDER SURVEY

- I strongly object to THETA's being re-established for another 5 years due to a lack of non-delivery, mismanagement, not being transparent & answerable to its stakeholders. e.g. FEDHASA
- I don't believe in the SETA system and especially the THETA. It is a boiling pot of nepotistic activity and a creative opportunity to defraud businesses of South Africa. If this is to succeed it should be handed over to private enterprise and audited by SARS who are possibly and only marginally more competent than any other government department.
- Thank you for the easy to use online submission system for the annual grants. THETA is by far the easiest Seta to use and correspond.
- Hopefully THETA can become a more efficiently run SETA, particularly as regards issuing of certificates for training completed. (Still awaiting certificates from 2003!)
- The appointments of service providers by THETA is problematic on delivery. THETA should involve the employers who are recipient of such services in the appointment process.
- A discount on fees paid as a reward for low staff turnover.
- Happy with the current way of "doing" things. The only negative is the increasing amount of paperwork as support for Portfolios of Evidence
- Please sort house out so that THETA can carry on with it's role in development & training of people in the industry
- THETA should also allow for other chambers to be visible. Currently Hospitality seems to dominate. Focus and attention should be given to Conservation as well.

