

# The Thogomelo Project

## Materials utilisation guidelines for the **Thogomelo** skills development programmes



social development

Department:  
Social Development  
REPUBLIC OF SOUTH AFRICA



Health and Welfare Sector  
Education and Training Authority  
**HWSETA**



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# Introduction

The South African Children's Act (2005) gives community caregivers a vital role within the community response to vulnerable children. A community caregiver is a person who gives of his or her time, resources, knowledge and skills to render services to vulnerable children and their families. Community caregivers provide a range of services to their beneficiaries, such as information and support related to HIV and AIDS and help in accessing appropriate services, such as psychosocial support, healthcare and social grants.

The National Department of Social Development (NDSD) aims to improve the quality of services offered to children by enhancing the psychosocial wellbeing and child protection skills of the community caregivers looking after them. In 2009 the Department initiated the Thogomelo Project skills development programmes for community caregivers within Home Community Based Care Organisations.

The Thogomelo curricula facilitate a career path for community caregivers as the entry level of the social services workforce. The completion of the accredited programme by community caregivers and their supervisors provides a gateway to career opportunities for child and youth care workers, social auxiliary workers or community development workers.

DSD developed and piloted the Thogomelo curricula and materials with the support of USAID/South Africa between 15 September 2008 and 14 September 2013. The project was implemented by a consortium comprised of the Programme for Appropriate Technology in Health (PATH), Health and Development Africa (HDA) and The International HIV and AIDS Alliance. In July 2013 USAID/South Africa granted the project a three-year extension until 30 June 2016.

# Purpose of the guidelines

## Background

For the duration of the USAID Task Order GHH-1-01-07-0061-00-PATH under which the materials were developed, property rights for the materials rested with USAID/South Africa. In order to facilitate the scale up of CCG capacity development using the materials, USAID/South Africa agreed on 1 October 2013 that:

- the ownership, intellectual property and use of materials would in the future lie with National Department of Social Development; and
- any correspondence in relation to the utilisation thereof must be directed to the National Department of Social Development.

## Aims of the guidelines

DSD therefore developed guidelines to:

- inform accredited and non-accredited Training Service Providers (TSPs) on how to access materials; and
- describe the role of DSD and the Health and Welfare Sector Education Training Authority (HWSETA) in managing the materials.



### Principles underlying the guidelines

- To uphold the human rights and the dignity of CCGs, children and families;
- To uphold the South African Qualifications Authority (SAQA) and HWSETAs principles for accredited training and materials including quality, accreditation, accessibility, transferability, sustainability, and relevance to the needs of the occupation;
- To build provincial and district capacity to deliver CCG skills development programmes;
- To develop the cadre of CCGs operating at community level; and
- To contribute to the on-going skills development of caregiving occupations and professions (this includes CCGs, volunteers, child and youth care workers and early childhood development practitioners).

# Policy mandate for accredited learning materials

The current and future use of the Thogomelo Project materials as an **accredited learning programme** is guided primarily by the policies of:

- the South African Qualifications Authority (SAQA);
- the South African Council for Trade and Occupations (QCTO) as the Education and Training Quality Assurer (ETQA); and
- the Health and Welfare Sector Education and Training Authority (HWSETA).

The use of the project materials for **Continuing Professional Development (CPD) points** is guided by the policies of the South African Council for Social Service Professions (SACSSP), which is responsible for the registration and professional development of social service occupations and professions.





# Thogomelo skills development programmes

The following three Thogomelo National Skills Development Programmes are registered with the HWSETA:

- Thogomelo Psychosocial Support Skills Development Programme for Community Caregivers (PSS SDP) – delivered at National Qualification Framework (NQF) Level 1 & 2;
- Thogomelo Child Protection Skills Development Programme for Supervisors of Community Caregivers and other child-caring occupations (CP SDP) – delivered at NQF Level 3 & 4; and
- Thogomelo Supportive Supervision Skills Development Programme for Supervisors of Community Caregivers (SS SDP) – delivered at NQF Level 3 & 4.

The three National Skills Development Programmes are registered under the Further Education and Training Certificate (FETC): Counselling, Level 4 (Qualification ID: 49256).





# Materials covered by the guidelines

Each of the Skills Development Programmes is supported by the following materials (see **Appendix A** for a detailed list):

- **Learner materials** – these consist of learner manuals, assessment workbooks and tools, study guides, booklets, journals, posters and workplace guides required by learners to complete the assessment requirements of the Skills Development Programme.
- **Facilitator guides** – these materials are utilised in the facilitation of the Skills Development Programmes stated above, including materials used for training of facilitators.
- **Assessment and moderator tools** – these consist of guides, briefs and forms used to assess and moderate learners' Portfolios of Evidence (POEs).
- **Other materials** – these consist of training, planning and implementation tools, costing models and quality assurance frameworks developed to support TSPs to implement a quality learning programme.



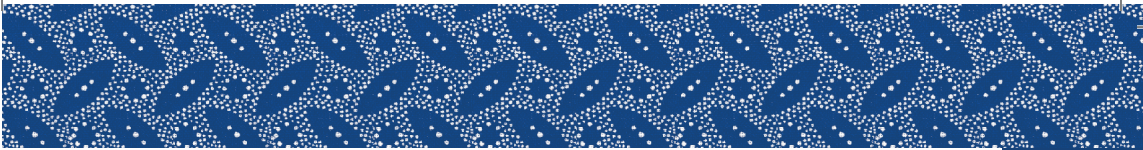

# Guidelines for accessing Thogomelo materials

The effective use of the materials to achieve quality results in capacity development of CCGs relies on the competency and skill of the TSP and individual facilitator. All TSPs should commit to ongoing capacity development of their staff to keep their knowledge and skills current.

## Accredited Training Service Providers

Applications for extensions of scope in order to provide the Thogomelo skills development programmes should be made to the HWSETA Education, Training and Quality Assurance (ETQA) department (HWSETA <http://www.hwseta.org.za>).

- TSPs must meet the selection criteria as outlined in “The DSD Training Service Provider Selection Guidelines (2013)” (see **Appendix B**), and the requirements of the HWSETA. Both of these may be amended respectively by DSD and HWSETA from time to time in order to deliver the accredited Thogomelo training.
- All TSPs currently registered to deliver on the relevant Thogomelo Skills Development Programme will continue training on the learning programmes as long as the skills development programme is still being offered by HWSETA and the TSP meets the accreditation requirements of the HWSETA.

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- Registration with the HWSETA for the delivery of the Thogomelo Skills Development Programme in no way guarantees contracts or work from the HWSETA, DSD or any other stakeholder. Individual contracts may be entered into with National or Provincial DSD, the HWSETA or other stakeholder in accordance with the provisions of these guidelines.

## Non-accredited Training Service Providers

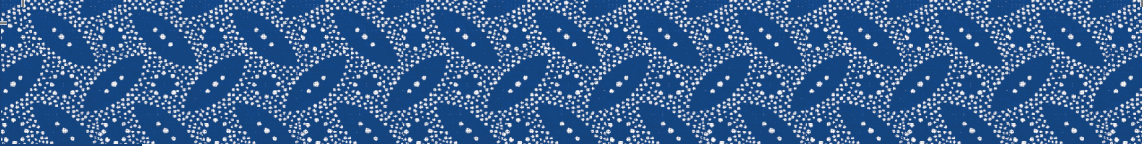
Applications must be made to the Chief Director, HIV and AIDS Directorate, National DSD to deliver non-credit bearing training: DSD <http://www.dsd.gov.za>.

With regard to the non-accredited use of materials and delivery of the skills development programmes, it should be noted that:

- DSD policy supports the requirements of SAQA for training programmes to be aligned to occupationally based qualifications. The Department therefore endorses accredited training as the preferred approach to developing the social service workforce, including CCGs and other child care practitioners.
- DSD recommends that the material is used in a complete package as part of an accredited training programme, rather than as isolated modules.

However, in certain circumstances the material may be used as follows:

- **Social workers registered with SACSSP** may use modules of any or all of the Thogomelo Skills Development Programmes in the development of staff through in-service or other capacity-building strategies aimed at strengthening the social welfare workforce, child protection responses or



the development and wellbeing of staff. It is recommended that they apply to conduct such activities as part of their Continuing Professional Development (CPD) programme.

- **Other professions that are registered with a relevant professional council** may use modules that are clearly able to be delivered as stand-alone units to meet specific workplace needs of occupations. However, the facilitator must ensure that the principles as stated in these guidelines are upheld.
- **Learners who have been verified and received a certificate of competency** for the relevant Thogomelo Skills Programme may wish to share the information and activities with peers. However, due to the nature of the psychosocial activities facilitating a journey towards wellbeing and the legislative requirements of child protection practice, it is recommended that this is only conducted under supervision of a social worker or social work manager.

## Replication and acknowledgement of use of materials

- All other uses of the material not covered in the sections above require the approval of National DSD. Applications are to be made to The Chief Director, HIV and AIDS Directorate, National DSD prior to the use, adaptation, translation, dissemination or publication of materials in whole or part.
- All material used in part according to the above requirements must include a citation of the source of the material.
- Applications for the use of the Thogomelo materials for use in other countries or regions must use the same form and application process.

# Institutional arrangements

The role of DSD and HWSETA in relation to the Thogomelo materials is as follows:

## DSD

- To maintain the relevance of the materials by revising and updating as required; and
- To process applications to utilise the materials from non-accredited service providers.

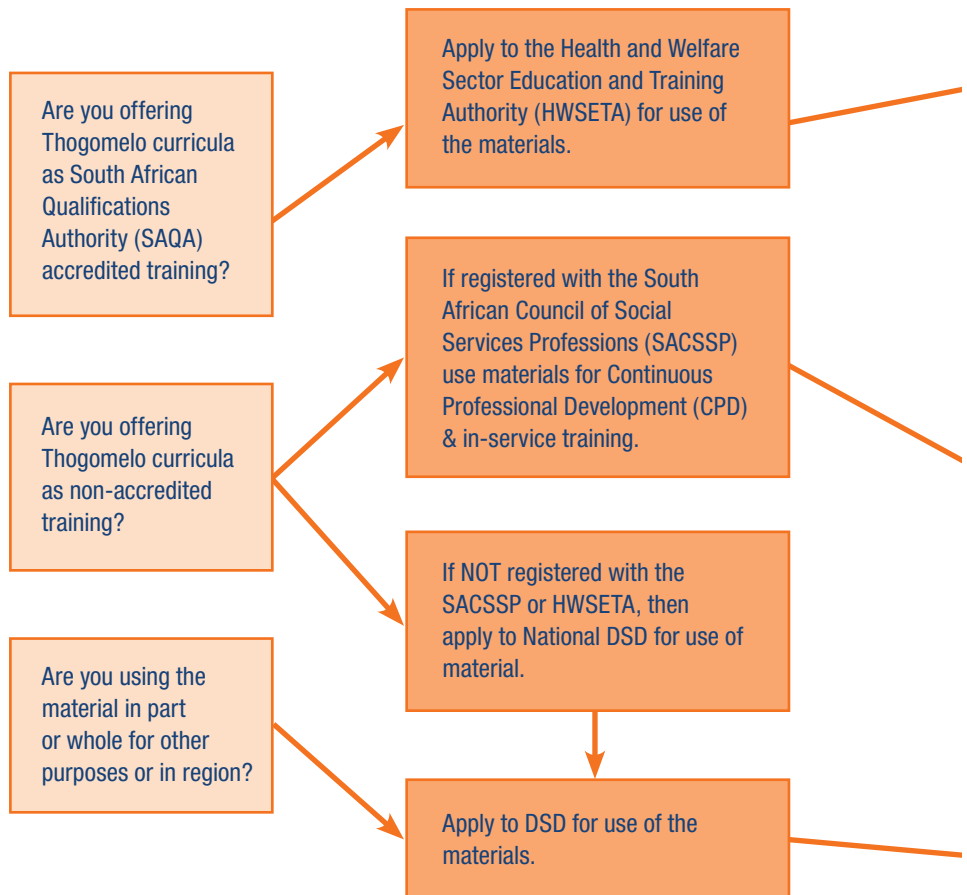
## HWSETA

- To maintain electronic data base of materials;
- To review applications from accredited service providers in collaboration with the DSD; and
- To avail materials to successful applicants.



# Application process


## Thogomelo material application and utilisation policy






The Training Service Provider (TSP) must:

- be registered with the HWSETA;
- register for the relevant Skills Development Programme;
- have registered assessors and moderators registered against the learning programme;
- meet the selection criteria and HWSETA regulations; and
- assess for Recognition of Prior Learning (RPL).

- 
- Apply for activities to be registered for CPD (this is also applicable for professionals registered with another Professional Council).
  - Supervise use of materials by learners who have completed the accredited training.
  - Facilitate learners to apply for RPL through an accredited training service provider upon completion of ALL modules.

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- Complete application form and submit to DSD for approval.
  - Where necessary DSD will submit to USAID/South Africa for approval in terms of copyright and regional use.



# Appendix A: List of relevant materials

PSYCHOSOCIAL SUPPORT SKILLS DEVELOPMENT PROGRAMME (PSS)		
LEARNER MATERIAL	FACILITATOR MATERIAL	ASSESSMENT AND MODERATION TOOLS
PSS Learner Manual (PSS S03 pages)	PSS Facilitator Guide (Insert S03 in the Facilitator guide)	PSS Summative Assessment 1
PSS Learner Workbook 1 (plus stickers)	POSTER A1 – Tree of Life	PSS Memorandum 1
PSS Learner Workbook 2 (plus stickers)	POSTER A1 – Child in the River of Life	PSS Summative Assessment 2
PSS Practical Workbook 1 (plus stickers)	POSTER A1 – PSS Support Wheel	PSS Memorandum 2
PSS Practical Workbook 2 (plus stickers)	POSTER A1 – Gugu character	PSS Summative Assessment 3
PSS Study Guide for Learners	POSTER A1 – Mandla character	PSS Memorandum 3
PSS Workplace Log Book for Block 1	POSTER A1 – SAQA	PSS Summative Assessment 4
PSS Workplace Log Book for Block 2		PSS Memorandum 4
PSS Workplace Guide		
POSTER A5 – SAQA		PSS Evidence Matrix
POSTER A5 – Tree of Life		PSS Assessor Guide
POSTER A5 – PSS Wheel		PSS Moderator Guide
POSTER A5 – Child in the River of Life		
PSS Diary		
PSS Wellbeing Guide		

All materials are available electronically. DSD may have hard copies of some items in stock.

#### CHILD PROTECTION SKILLS DEVELOPMENT PROGRAMME (CP)

LEARNER MATERIAL	FACILITATOR MATERIAL	ASSESSMENT AND MODERATION TOOLS
CP Learner Manual (without CD Rom)	CP Facilitator Guide	CP Summative Assessment 1
CP Learner Manual (with CD Rom)	DVD – Lulu	CP Memorandum 1
CP Learner Workbook 1		CP Summative Assessment 2
CP Stickers for Learner Workbook 1		CP Memorandum 2
CP Learner Workbook 2		CP Summative Assessment 3
CP Stickers for Learner Workbook 2		CP Memorandum 3
CP Practical Workbook 1		CP Summative Assessment 4
CP Practical Workbook 2		CP Memorandum 4
CP Workplace Guide		
CP Workplace Log Book – incorporated in Learner Workbooks and Practical Workbooks		CP Evidence Matrix
CP Resource Guide		CP Assessor Guide
POSTER A5 – SAQA		CP Moderator Guide
POSTER A5 – Tree of Life		
POSTER A5 – Responding to Children		
POSTER A5 – Child in the River of Life		
POSTER A5 – PSS Wheel		

## SUPPORTIVE SUPERVISION SKILLS DEVELOPMENT PROGRAMME (SS)

LEARNER MATERIAL	FACILITATOR MATERIAL	ASSESSMENT AND MODERATION TOOLS
SS Learner Manual	SS Facilitator Guide	SS Summative Assessment 1
SS Learner Workbook 1	POSTER A1 – SS Wheel of Life	SS Memorandum 1
SS Learner Workbook 2	POSTER A1 – SS Boiling Pot	SS Summative Assessment 2
SS Practical Workbook 1		SS Memorandum 2
SS Practical Workbook 2		SS Evidence Matrix
SS Study Guide For Learners		SS Assessor Guide
SS Workplace Log Book		SS Moderator Guide
SS Workplace Guide		SS Summative Assessment 3; SS Memorandum 3; SS Summative Assessment 4; SS Memorandum 4
POSTER A5 – SS Wheel of Life		
POSTER A5 – SS Circles of Support		
<b>OTHER MATERIALS</b>		
Training Costing Model with DVD		
Training Costing Model without DVD		
POSTER A1 – Caring Communities (English)		
POSTER A1 – Caring Communities (Zulu)		

# Appendix B: DSD training service provider selection guidelines

## Purpose

The integrity of any training initiative depends on the quality of training provided. The **selection criteria** set below are the minimum standards required to ensure that TSPs have the knowledge and skills to implement and manage the roll out of training.

## Organisational requirements

### Legal requirements

- Registration as a legal entity;
- Applicable registration status with the South African Revenue Service (SARS);
- Confirmation of the organisation being a going concern and not under liquidation / administration; and
- Registration as an accredited TSP with the Health and Welfare SETA (or with another relevant SETA).

### Financial compliance

- Effective financial systems;
- Recently audited financial statements;
- Relevant tax certificates and/or any applicable exemptions; and
- Duly qualified financial administrative staff.

## Management requirements

- Operational and training policies in place;
- Effective monitoring, evaluation and reporting systems;
- Effective office management to make prompt decisions and ensure efficient operation of tasks; and
- Effective organisational management structures and systems.

## Training requirements

### Quality of training

- Accreditation with the HWSETA for a specific Thogomelo Skills Development Programme;
- Compliance with SETA quality assessment requirements;
- Letter of permission to use the Thogomelo materials from HDA (until September 2014) or from National DSD; and
- Implementation of the Thogomelo Skills Development Programme in accordance with the relevant quality standards outlined in the implementation facilitator, assessor and moderator guides.

### Quality and experience of facilitators

- Facilitators must have an understanding and ideally experience in adult participatory facilitation methodology and integrated assessment.
- Facilitators appointed to the project must be qualified and/or able to demonstrate knowledge and experience in the field that they are training in.
- All facilitators, assessors and moderators must have the necessary qualifications – as recognised by the ETDP (Education, Training and Development Practices) SETA or

other relevant body. They must also be registered with the HWSETA for the relevant Thogomelo Skills Development programme and/or unit standards.

- There must be one facilitator, one assessor and one moderator per training group of learners. The HWSETA recommends that facilitators are also assessors for any training programme. This enhances the quality of training and makes the assessment process much easier and cost effective. **The facilitator can be the assessor, however the assessor cannot be the moderator as well.**

#### Adherence to the following conditions

- Be independently registered as an accredited TSP with the HWSETA (TSPs may not provide training under the license of another TSP).
- Apply to the HWSETA for registration to deliver the Thogomelo Skills Development Programme.
- Maintain registration with HWSETA for the Unit Standards to which the Thogomelo Skills Development Programme is aligned.
- Apply to DSD for permission to use the materials supporting the Thogomelo Skills Development Programme curriculum.
- Submit a written request for training materials in line with the scope of work to the HWSETA.
- Ensure that the quality management system of assessment and moderation as per HWSETA's requirements is in place and adhered to.
- Ensure that assessors and moderators are registered with the HWSETA for the Unit Standards relating to relevant Thogomelo Skills Development Programme.

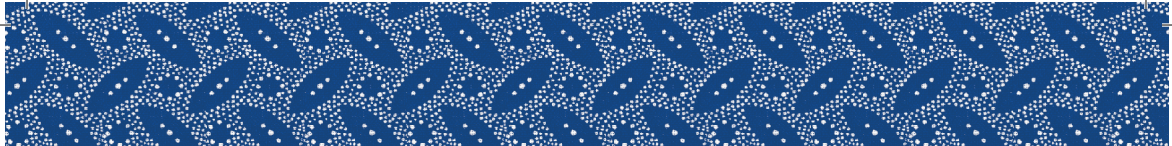


- Upload learner information and results electronically to the HWSETA database and report accordingly to the HWSETA Education Training Quality Assurance (ETQA) as required.
- Issue certificates to learners deemed competent.
- Be in possession of a Workplace Guide for re-accreditation.
- Sign a Code of Conduct provided by the HWSETA.
- Participate in twice-yearly monitoring and verification visits as required by the HWSETA.
- Provide relevant reports and evidence of delivery of the training programme to the funder or entity contracting the service provider to conduct the training.









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