



# EMPLOYMENT ACCESS

IMPACT REPORT 2022

by Hylton Bergh, Employment Access Manager

# OVERVIEW

In 2022, the programme made a concerted decision to view our clients more holistically. In addition to the Help Desk, Job Readiness and Foreign Professionals Desk, we have also added the Business Development, English, and UpLearn programmes. In assessing our clients, we not only look at what employment they will be able to obtain, but also whether further study or business development would be more valuable to them; and if their level of English is adequate to support the goals, they have set for themselves.

When considering the welcoming nature of Employment Access, we evaluated not only how we interact with our clients when they come in for face-to-face consultations or training sessions but also how we communicate with them online. Listening to our client's needs also helped us make our training and services easier to access.

- We relaunched our Employment Access brochure, which is easy to read, and comprehensively captures all the services and trainings that the programme offers. The Help Desk also adapted the CV intake form for ease of use for both clients and staff.
- The English for Integration Project (previously English School) has experienced a bumper year of registrations. Having redesigned the registration process ensures that students have the opportunity to progress through the various levels from Literacy to Intermediate level. Furthermore, potential students are assessed and placed into their relevant level and class on registration. Lastly, filling the Literacy classes to full capacity has allowed us to engage with and empower more students who speak very little English.
- Understanding digital technology is paramount to not only finding employment but also for communication. Our Smartphone Digital Literacy classes and newly launched Foundational Computer Literacy continue to be oversubscribed because of this. The need for the PC Lab remains high, despite its increased capacity.
- As a reconfiguration of the Job Readiness paradigm, we designed a workshop called Exploring Opportunities. As the name indicates, this workshop tries to change the mind-sets of clients from passive recipients to active and proactive participants on their journey to a sustainable livelihood. The training programme motivates participants to seize any opportunities that come their way, including accessing Employment Access's services and training. These resources can be seen as potential avenues for future development and progress.
- Following Exploring Opportunities, clients are invited to a one-on-one Employment Consultation where career goals and future planning are discussed and developed, sometimes with the assistance of skills sponsorship, a business growth grant or SAQA application support.



# HIGHLIGHTS

- The Help Desk saw a 25% increase in the number of CVs created from the previous year. This means that these clients have a professional resume; which is the first step to finding employment.
- The WhatsApp line continues to be our main source of communication with our clients. The line receives an average of 20 – 30 queries per day. This ranges from employment-related questions and extends to access to other services at Scalabrini Centre. We also continue to post job vacancies daily, sourced from local online job portals. Feedback from clients indicates that this is a much-needed service.
- The Skills Hub report has trained a total of 1 114 clients through its various training offerings (i.e., Exploring Opportunities, Small Business Development, Digital Literacy and English)
- The Business Development project provided a record 21 business owners with business growth grants to assist with business growth and sustainability. These ranged from seamstresses and bakers to handymen and sellers of various items.
- The SAQA Pathways Project, which is Employment Access in partnership with the South Africans Qualification Authority and World Education Services assisted 40 refugees and asylum seekers to attain the required evaluation and verification for their matric and tertiary qualifications. The project worked in the Western Cape and Gauteng provinces with candidates who did not have all their qualification documentation to apply through the regular SAQA channels. This project has been promoted at various conferences in Africa and Europe.



# 868

NEW CVS CREATED

# 80

EMPLOYED OR INCREASED INCOME



# TRAINING

# 27

SPONSORED SKILLS TRAINING

# 53



FPD SAQA APPLICATIONS AND REGISTRATIONS

# IMPACT

# 1268

HELP DESK CONSULTATIONS



# 21

SMALL BUSINESS DEVELOPMENT GRANTS



# 286

JOB READINESS

# 215

DIGITAL LITERACY

# 514

ENGLISH FOR INTEGRATION

# 72

SMALL BUSINESS SKILLS

# USING OPPORTUNITIES TO START NEW CAREERS

*Ndovia and Lisinet may never have crossed paths, being from two different countries; Ndovia from the Democratic Republic of Congo (DRC) and Lisinet from Zimbabwe. Eleven years ago, both women left their home countries, newly married to their husbands, in search of better lives. In 2020, they both found themselves unemployed and wanting to develop their skills towards better opportunities. Through the assistance of [Employment Access](#), Ndovia is now working in property and Lisinet in childcare – careers that both women feel passionate about.*

## DIFFERENT WOMEN, WITH SIMILAR CIRCUMSTANCES

It is common when people move to another country that they take on any work that they can find, as options can be limited. Ndovia has worked in many different jobs; from a chef to a housekeeper. Having two children added a layer to the difficulties of working in a new country. "It was tough as a parent to work. My aunt would look after my children in the day, but when she went back home, this became more difficult," she explains.

Lisinet arrived in South Africa with dreams of becoming a teacher. Her husband is teaching in South Africa, but without a teaching degree, Lisinet first had to look for alternative options. She soon found work as a domestic worker. After a few years, her first employer moved overseas, and after she found another job the pandemic hit.

## THROUGH SCALABRINI'S DOORS

Scalabrini had been in the peripherals of Ndovia and Lisinet's vision for a while, but neither had visited the centre. "I've known about Scalabrini for a long time, but mostly only for their English School", says Ndovia. This is echoed by Lisinet who says she had known about Scalabrini for many years but had never come into the centre before.

Forced to stay home, Ndovia and Lisinet knew that they needed to be proactive in finding employment and to do this they wanted to develop their skills more. This led them to Scalabrini's Employment Access programme.

## NDOVIA: A NEW AND UNEXPECTED CAREER PATH

Ndovia first completed short courses through Employment Access; Job Readiness Training, [FUNZI](#) and Digital Literacy courses. She was then encouraged and sponsored by Employment Access to join a college that focuses on training for call centres – Ndovia completed a six-month course here. After she completed the course, it was time to find a job. Ndovia heard about call centres at the V&A Waterfront hiring people. She was on the bus, on her way to the Waterfront with "a lot of CVs in my hands", when she got a message on the Employment Access WhatsApp group about a job opening. "I immediately sent my CV from the bus and decided to go home. I had a good feeling about it!"

At 6 pm, on that same day, Ndovia received a call from what turned out to be a property agency. She was hesitant to take the job as she had no experience in selling property, but the agency offered to train her. Ndovia liked this new world but needed to find an agency that could act as a mentor. In February this year, she joined a new agency, got her first listing and in April she sold her first property!

Ndovia's job has brought with it a new-found sense of confidence. "I am always very private, and I am quite shy, especially when it comes to speaking English. This job helps me to be open and more confident!" This job also allows for more flexible hours, meaning that Ndovia can spend more time at home with her children.

## LISINET: FULFILLING HER DREAMS

Before Lisinet moved to South Africa, she volunteered as a teacher in Zimbabwe, igniting her love for teaching and a dream of owning her own creche. "I feel passionate about working with children. There was a shortage of teachers in Zimbabwe, so they were calling people who finished matric to come and help teach. That was where I realised, I liked working with children."

Through Employment Access, Lisinet was registered to do training with [Sugar](#) and [Spice Nanny Training](#). This comprehensive Nanny Course gives child caregivers a solid foundation. It was a four-week training and included first aid training and CPR too.

This course would enable Lisinet to continue with the type of work she is passionate about; working with children. After a few interviews and some months of a temporary job, Lisinet has now found permanent work, looking after a seven-month-old girl. Lisinet credits the courses she was registered to and the support of the Employment Access Team for her full-time position today.

## FORGING NEW PATHS

Through the assistance and support of Employment Access, Lisinet and Ndovia have both entered new careers and are feeling excited about the way forward. Ndovia hopes to one day be an independent property agent, and Lisinet still has dreams to open a creche.



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# LOOKING FORWARD...

- Mastering English requires being able to speak and engage in it. This year our WhatsApp clients have strongly indicated the need for in-person classes. Despite the fact that this may not be possible at the moment, we are exploring ways to implement a blended approach for all levels of English. A 2023 implementation could be possible depending on capacity and budget.
- SAQA Pathways Pilot Project will enter its second phase in 2023. This time the focus will be on advocating for increased access to higher education institutions, as well as professional bodies and councils.
- Having been slightly delayed, we intend to launch our re-developed MS Word course in early 2023.
- We will be increasing capacity within the programme in the form of a permanent staff member and interns. This will allow us to be more welcoming and engage with our clients on a deeper level.



The centre is registered with the South African Department of Social Development as a non-profit organisation (021-079 NPO), as a youth and child care centre (C7569) and as a Public Benefit Organisation with the South African Revenue Services (930075335) and governed by a Trust (IT2746/2006).  
Auditors: PKF Constantia Valley Cape Town Inc  
VAT number: 478 025 1437

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43 - 47 Commercial Street, Cape Town. 8001

Tel: (0) 21 465 6433 Fax: (0) 21 465 6317

[www.scalabrini.org.za](http://www.scalabrini.org.za)

