

South Africa Factsheet

SCORE Programme

Sustaining Competitive and Responsible Enterprises (SCORE) is an ILO global programme that improves productivity and working conditions in small and medium enterprises (SMEs). The key intervention of the global programme is support for the implementation of SCORE Training, which combines practical classroom training with in-factory consulting. Managers and employees are trained together with a focus on improving workplace cooperation and the programme ensures that both men and women participate. SCORE Training demonstrates best international practice in the manufacturing and service sectors and helps SMEs to participate in global supply chains.

SCORE Training focuses on developing cooperative working relations resulting in shared benefits. The ILO is assisting government agencies, training providers, industry associations and trade unions in emerging economies in Africa, Asia and Latin America to offer SCORE Training to enterprises. The ultimate outcome for the SCORE Programme is to have national institutions independently providing SCORE Training to SMEs to improve working conditions, productivity, and competitiveness.

SCORE Training is made up of 5 core modules, delivered through a combination of classroom training and in-factory consultancy and led by industry experts. The consultancy visits are a unique element of the training methodology that ensures that classroom learning is put into action in the workplace.

SCORE SOUTH AFRICA

Partners:	National Department of Tourism and the South African National Parks (SANParks), Kruger National Parks (KNP) Ezemvelo KZN Wildlife, Eastern Cape Development Corporation (ECDC), Eastern Cape Parks and Tourism Agency (ECPTA), KZN Department of Economic Development, Tourism & Environmental Affairs (EDTEA), The Free State Department of Economic, Small Business Development, Tourism and Environmental Affairs (DESTEA)
Donors:	Government of Switzerland, State Secretariat for Economic Affairs (SECO) and Government of Norway, Norwegian Agency for Development Corporation (NORAD)
Ultimate Beneficiaries:	SCORE's ultimate beneficiaries are workers and managers in SMEs with high job creation potential and significant decent work deficits including gender discrimination. The targeted SMEs have approximately 10-50 employees.
Sectors:	The SCORE Training packages have been adapted to the Eco-Tourism sector in South Africa.



Schweizerische Eidgenossenschaft
Confédération suisse
Confederazione Svizzera
Confederaziun svizra

Swiss Confederation

Federal Department of Economic Affairs,
Education and Research EAER
State Secretariat for Economic Affairs SECO



Norad

About SCORE South Africa

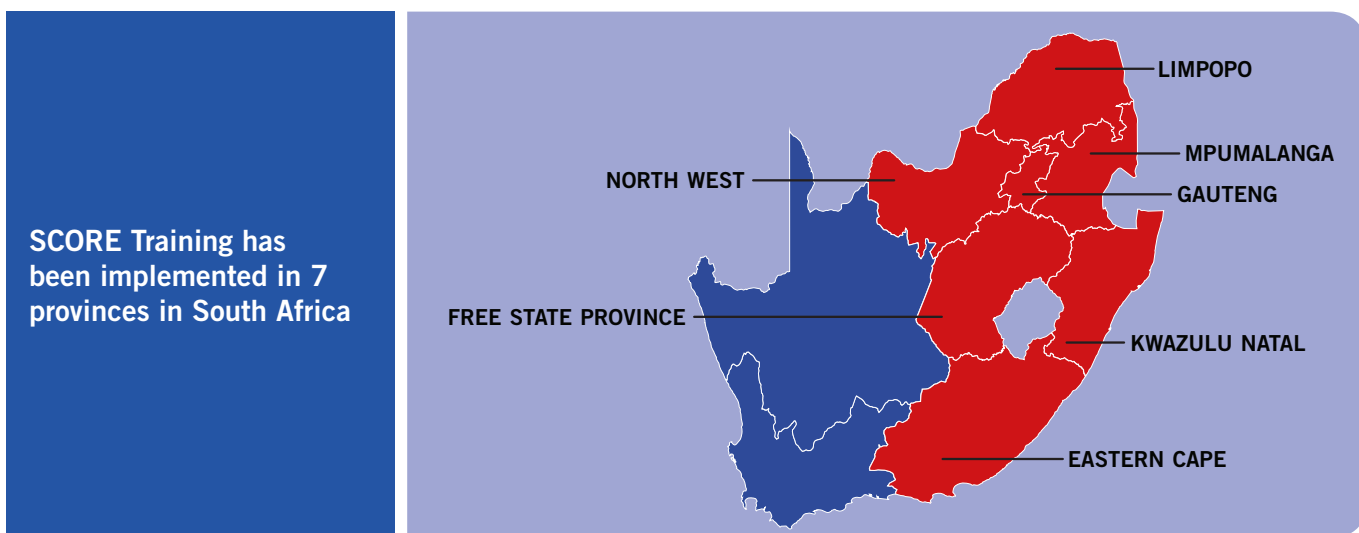
The first SCORE country to focus on the service sector (hotel and tourism), the concentration of businesses (largely SMEs) outside of urban centres led SCORE South Africa to develop key partnerships with both the National Department of Tourism and South African National Parks (SANParks).

In June 2015, SCORE South Africa strengthened partnerships at the provincial level too, jointly launching a Responsible Tourism Challenge with Umhlathuze Local Municipality to encourage SMEs who had participated in SCORE Training, to share their results. Subsequently, 15 new enterprises participated in SCORE Trainings' Module 1 (workplace cooperation), with 6 also further completing Modules 2 and 3.

A total of 22 new trainers from 8 partner organizations in tourism, 7 from private BDS providers and 1 from the Federated Hospitality Association of South Africa (FEDHASA) were trained; bringing the total number of trainers in South Africa to 45.

During Phase II, four SCORE modules gained accreditation with the South African Board for People Practices at the South African Qualifications Authority (NQF5), making it possible for enterprises to request funds to cover the costs of the training from the national training fund. This will also make it easier for government stakeholders and other actors (such as Productivity SA and SANParks) to integrate the training into their service offering.

In addition, two provincial governments have embedded SCORE Training as part of their non-financial support offering to enterprises.



Key improvements

Shimuwini Bush Lodge



A clean and tidy storage area thanks to the application of 5s



An orderly and well-labelled supply room ensures easier access and less time wasted

Letaba Camp



After completing Module 2, more quality information was shared with staff and defects reduced



An Employee Suggestion Scheme was introduced to encourage staff to contribute more actively to the improvement of their workplace

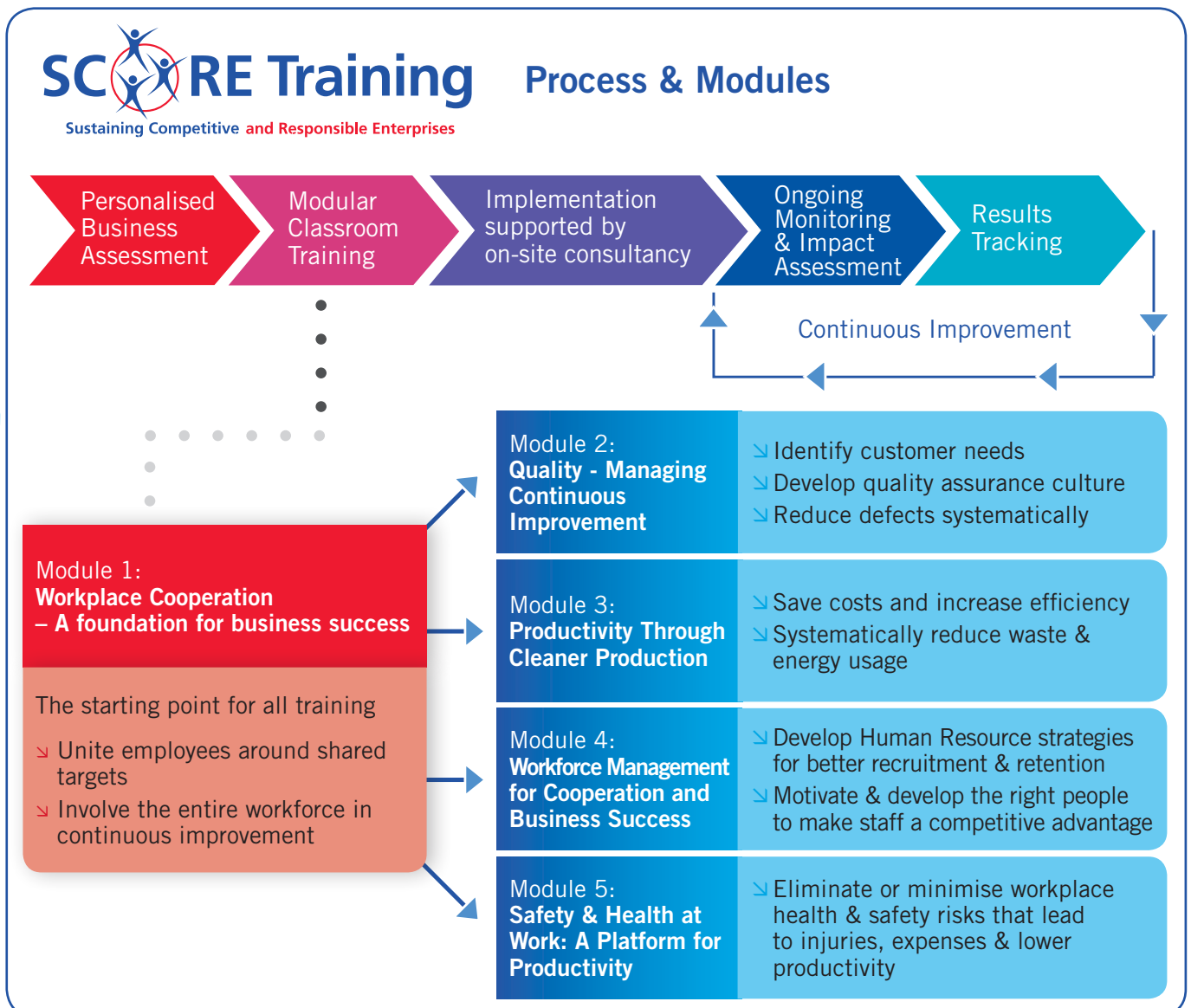


SCORE Training Sustainability

Although the SCORE Programme in South Africa will formally end in October 2017, the ILO will remain present and seek to ensure the sustainability of training for past and future participants. The SCORE Trainer Association, currently led by Rest Kanju (Master Trainer), will continue to market, sell and organise SCORE Training; and with the support of ILO Pretoria, engage and respond to existing or new national and provincial partners.

As a result, 30 enterprises in the Eastern Cape Province will be trained by the end of 2017, and a partnership agreement between with Ugu South Coast Tourism (USCT) and the ILO, will see SCORE Training rolled out in five clusters in the Ugu district of the south of KwaZulu Natal province. USCT has budgeted to cover all training costs for a cluster of trainings, whilst ILO will continue to monitor the transition and handover to the SCORE Trainer Association until the end of March 2018.

As of October 2017, 113 SMEs have received SCORE Training in South Africa, representing a total workforce of over 3,000 people that have benefited from enterprise improvements. A total of 45 Trainers have been trained in South Africa, and an encouraging 58% of these are women.



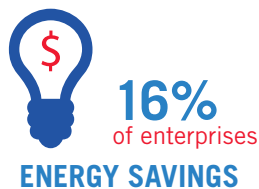
SCORE Training Results in South Africa

Since its inception in 2009, the SCORE Programme has achieved the following results in South Africa*

Over **113**
ENTERPRISES
 trained across **South Africa**

Skills built of
 over **573** **WORKERS AND
 MANAGERS**

More than **3,019**
EMPLOYEES have
 benefited from
enterprise improvements



* Results to October 2017

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