

PRESIDENTIAL YOUTH EMPLOYMENT INITIATIVE IMPLEMENTED IN THE BASIC EDUCATION SECTOR

GUIDELINES FOR ASSISTANTS TO FOLLOW WHEN LODGING COMPLAINTS AND CHALLENGES EXPERIENCED IN SCHOOLS

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1. Introduction

The Basic Education Sector implemented the Basic Education Employment Initiative (BEEI) as part of the Presidential Youth Employment Initiative (PYEI). The PYEI-BEEI, is a flagship programme for the PES. Since its inception in December 2020, the PYEI-BEEI has created +/- 596 000 employment opportunities, for youth who are in the 18 – 35-year-old cohort. These are job opportunities created in Phase I and II. Phase I of the initiative was implemented from 01 December 2020 to 31 March 2021.

Phase II of the initiative was implemented over the period 1 November 2021 – 31 March 2022. Through the PYEI-BEEI, EAs and General School Assistants (GSAs) have been deployed in schools to support teaching and learning and to ensure that schooling takes place in a conducive and safe environment. EAs support educators in the classroom while GSAs assist with administrative duties in schools, general upkeep and maintenance of school premises and infrastructure, provide psychosocial support, ICT support and serve as reading champions.

The Provinces transitioned youth that met the requirements to be placed in the initiative from Phase II to Phase III.

2. Assumptions

The youth placed in the initiative may encounter challenges, and would require procedures outlined of where to place their dissatisfactions. The principals and teachers of schools might also require clarity on how to handle cases of youth dissatisfactions when these are reported. The guideline is issued to address any possible challenge, unfair treatment, dissatisfactions or unjust practices.

The Assistants wants	The Organisation (DBE/PED/DISTRICT/CIRCUITS/SCHOOLS needs
<ul style="list-style-type: none">• To be heard• To be respected• An explanation• Action and response	<ul style="list-style-type: none">• Clear procedures for staff to deal with complaints and provide solutions• Record of all complaints• Using complaints data (records) to identify problems and trends – solutions• To improve service delivery in the identified areas

3. Guiding legislative framework:

South African School Act

Labour Relations

Conditions of Placement of Youth in BEEI

Basic Conditions of Employment Act

DPSA regulations on Developmental Programmes

Promotion of Administrative Justice Act of 2000 (PAJA)

4. Guiding Principles

Fairness – Each Assistants need to be provided a fair hearing

Equity – Each Assistant is free from bias or favouritism

Access – Each Assistant should be afforded same amount of resources to make working conditions bearable

Rights and responsibilities – Each Assistant has rights as per conditions of placement that they signed, equally, each Assistant has obligations linked with the conditions of placement they signed.

Human Dignity – Each Assistant possesses special value intrinsic to their humanity and are worthy to be respected

Promotion of Peace – Each Assistant has an obligation to promote peace during their placement in the school

Participation – Each Assistant should be involved in decisions that affect their lives. Should a case/challenges arise at school, it should be fair to involve the Assistant in the whole hearing and solving of the matter.

5. Components of Effective Complaints Management

For Management of Complaints to be effective, the Department wants to reassure the Assistants that they are the main focus in resolving the matter. The procedures for complaints should be declared to the Assistants to ensure that it's easy for the young person to report. There is a need for the Department/Provinces/Districts/Circuits/Schools to be responsive. To ensure that every enquiry or complaint that is submitted receive acknowledgement and finally feedback. The Assistants are reassured that the complaints process will be fair and objective. The Assistants are assured that their case will be treated with confidentiality it deserves. The officials involved in resolving the cases are requested to uphold the principles indicated. Appropriate solutions should be provided to all cases.

6. Enablers for effective complaints handling processes

Focus is on the client	The Basic Education sector (DBE/Province/Districts/Circuits/Schools) wants feedback and is committed to seeking appropriate resolution of complaints and as these may assist in addressing policy and inadequacies in processes reported.
Visibility of procedures	The Basic Education sector official in the forefront of implementation of PYEI-BEEI (in schools) are requested to ensure that all complaints are captured, directed to the relevant officials and follow-ups on resolutions. All Assistants be informed of procedures to follow regarding challenges they might experience in schools. Channels to communicate should be in person OR in writing – letter/email. Management of Cases that require Labour Relations, will be supported by the District Labour Relations Official.
Accessibility	The Departmental officials at schools should make the process for complaints easy, hence an email / or letter or in-person should be allowed. 1 st is to report at schools, then circuit, then district, then PED, escalate to DBE
Responsiveness	When an Assistant reports a challenge, the official that receive the report should acknowledge it promptly (within 2 days) Provide indication of what is done with the matter, so that the Assistant is aware of the process taken.
Objectivity and Fairness	The Assistant is reassured that the objective is to ensure that the matter is resolved fairly and amicably for all parties
Confidentiality	The Assistants should be reassured that all the details of the case/challenge reported will be kept confidential. Officials handling these matters are requested to abide by the rules.
Solutions	Finally, all Assistants should be reassured of feedback on solutions to the cases and or challenges reported. The feedback maybe either positive/favourable or negative/unfavourable
Accountability	All officials and Assistants involved in the PYEI are accountable for resolving any matter that is reported, all are also accountable and obliged to receive feedback and uphold it. If the feedback is not favourable, the Assistants may proceed to other levels to pursue the matter, however the Assistant is still obliged to respect the feedback/decision until changed by intervention of next level or Head of Provincial Education Department

7. General guide

In any work situation problems, challenges and issues are unavoidable, that does not mean you are not skilful or dump. Some challenges and issues will be those that you can handle on your own without anyone else. But often, you'll have to inform your school principal/mentor. And that's where things get interesting and stressful.

You want to tell your mentor about problems, challenges and issues early enough that there's still time to fix them. It can be as soon as you see signs of a potential problem looming on the horizon OR when you see signs of a challenge about to happen OR when the challenge happens as you had no time to see it coming.

You can report your case to the school principal or mentor; if the matter is about the school staff members including the principal, you can report to the Circuit Office or District office. You can also write to the Province or the Department of Basic Education.

It is important to note that DBE will always refer the matter back to the Province for investigations and reports. So it is best that from the onset matters are reported at school before going outside, unless the school is not providing solutions.

8. Types of challenges or problems

Non-payment of stipends, stipends not paid in full, denied to take leave that you qualify for, being beaten by official (teacher, principal, district/circuit/PED official), using derogative language, sexual harassment, being asked to do things that are against the law, these are example and not limited to these only.

9. Steps to follow when reporting issues or Enquiries related to PYEI-BEEI

STEP 1

The Assistant that is not paid for a specific month, or has a specific challenge at school, need to inform the school principal or mentor or finance office or admin office of the non-payment or someone they trust at school of the challenges they are experiencing.

Provide details of the complaint, what happened, when (date and time if possible), where and who is the witness (if any). Indicate the possible solutions want to find. Allow your school 7 days to investigate. During that time, they could contact you for more information. After 7 working days you can escalate the matter

STEP 2

If the school did not resolve the matter, the assistant may report at the **Circuit Office or the District**

Coordinator.

The below should accompany each enquiry

PRESIDENTIAL YOUTH EMPLOYMENT INITIATIVE (PYEI) ASSISTANT COMPLAINT FORM TEMPLATE TO BE COMPLETED FOR SUBMISSION TO CIRCUIT OR DISTRICT OFFICE	
DISTRICT	
CIRCUIT	
NAME OF SCHOOL	
EMIS NUMBER	
NAME OF PRINCIPAL	
CONTACT NUMBERS	
NAME OF ASSISTANT	
CONTACT OF ASSISTANT	
MATTER REFERS TO WHICH PHASE OF PYEI-BEEI	
NATURE OF ENQUIRY	

MATTER REFERS TO WHICH PHASE OF PYEI-BEEI	
DATE OF SUBMISSION TO	Date to School
	Date to Circuit
WHAT WAS THE FEEDBACK/SOLUTION OFFERED	From School
	From Circuit
DATE OF REPORTED TO CIRCUIT	
PROPOSED SOLUTION	
SIGNATURE OF ASSISTANT	

STEP 3

If the District did not resolve the matter, the assistant may report at the **Provincial Office**:

The below should accompany each enquiry

PRESIDENTIAL YOUTH EMPLOYMENT INITIATIVE (PYEI) ASSISTANT COMPLAINT FORM TEMPLATE TO BE COMPLETED FOR SUBMISSION TO PROVINCE	
DISTRICT	
CIRCUIT	
NAME OF SCHOOL	
EMIS NUMBER	
NAME OF PRINCIPAL	
CONTACT NUMBERS	
NAME OF ASSISTANT	
CONTACT OF ASSISTANT	
MATTER REFERS TO WHICH PHASE OF PYEI-BEEI	
NATURE OF ENQUIRY	
DATE OF SUBMISSION TO	Date to School
	Date to Circuit
	Date to District
RESPONSE FROM THE:	From School
	From Circuit
	From District
DESIRED SOLUTION	
DATE OF SUBMISSION	
SIGNATURE OF ASSISTANT	

STEP 4

If the Province did not resolve the matter, the assistant may escalate to the **DBE** at BEEI@dbe.gov.za

The below should accompany each enquiry

PRESIDENTIAL YOUTH EMPLOYMENT INITIATIVE (PYEI) ASSISTANT COMPLAINT FORM TEMPLATE TO BE COMPLETED FOR SUBMISSION TO DBE	
PROVINCE	
DISTRICT	
CIRCUIT	
NAME OF SCHOOL	
EMIS NUMBER	
NAME OF PRINCIPAL	
CONTACT NUMBERS	
NAME OF ASSISTANT	
CONTACT OF ASSISTANT	

MATTER REFERS TO WHICH PHASE OF PYEI-BEEI	
NATURE OF ENQUIRY	
DATE OF SUBMISSION TO THE PROVINCE	Date to School
	Date to Circuit
	Date to District
	Date to Province
RESPONSE FROM THE	From School
	From Circuit
	From District
	From Province
DESIRED SOLUTION	
DATE OF SUBMISSION	
SIGNATURE OF ASSISTANT	

STEP 5

The Assistant has the right to complain at the Public Protector 012 366 7000 / 0800 112 040 or Public Service Commission at 0800 701 701 or Presidential Hotline at 17737 or President@presidency.gov.za. As a member of the public, and if the Assistant would like to remain anonymous, the contacts provided in step 5 will assist in that regard.

The below information should accompany each enquiry

PRESIDENTIAL YOUTH EMPLOYMENT INITIATIVE (PYEI) ASSISTANT COMPLAINT FORM TEMPLATE TO BE COMPLETED FOR SUBMISSION TO PUBLIC PROTECTOR					
	Public Protector		Public Service Commission		Presidential Hotline
PROVINCE					
DISTRICT					
CIRCUIT					
NAME OF SCHOOL					
EMIS NUMBER					
NAME OF PRINCIPAL					
CONTACT NUMBERS					
NAME OF ASSISTANT					
CONTACT OF ASSISTANT					
MATTER REFERS TO WHICH PHASE OF PYEI-BEEI					
NATURE OF ENQUIRY					
PROPOSED SOLUTION					
DATES OF SUBMISSION TO:	Date to School:				
	Date to Circuit:				
	Date to District:				
	Date to Province:				
	Date to DBE:				
RESPONSE FROM THE SCHOOL & CIRCUIT DISTRICT PROVINCE DBE	From School:				
	From Circuit:				
	From District:				
	From Province:				
	From DBE:				
DESIRED SOLUTION					
DATE OF SUBMISSION					
SIGNATURE OF ASSISTANT					

10. Providing Remedies and Redress

- 10.1 The assistants are assured that the Department want to provide remedies / solutions to all complaints / cases reported on BEEI-PYEI.
- 10.2 The Department also want to request the Assistant to allow the law to resolve matters
- 10.3 The Assistants are employees of the Provinces for the duration of their placement in schools, and request that Assistants familiarise themselves with applicable laws that govern the public service, as most are applicable to them.

Principle involved in solutions/remedies	Mistakes are corrected and put right Redress is fair and reasonable Restoration of peace Decision are procedurally sound Transparency
Possible solutions/remedies that may be offered to complainants	These will depend on the nature of challenge reported : all solutions will be to correct the mistake / problem and its root course

11. Unreasonable complainant conduct

- 11.1 Assistants are also cautioned of the unreasonable conducts that may delay process of finding solutions to the problem. Assistants are reminded that they have a contract with the Department, and no other person should lay a complaint except them as employees of the Department. Third person may distort the information, and it is best for the Assistant to handle matters themselves.
- 11.2 Unreasonable persistence, even when the process is explained and feedback is constantly provided
- 11.3 Unreasonable demands where the school has no mandate or authority to provide that demand (such as wanting to receive an extension of contract when the project has ended or to be paid for days not worked)
- 11.4 Unreasonable lack of cooperation
- 11.5 Unreasonable arguments
- 11.6 Unreasonable behaviour

