

# **LEADERSHIP FEEDBACK REPORT**

**2018**

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## 1. **INTRODUCTION TO LEARN2LIVE**

Learn2Live started its activities in 2010 as non-profit organization that aims to create a society where children and adults have proper educational opportunities, specifically investing the area of early childhood development and sustainable living.

Our focus is laying a good foundation during the first 1000 days of a child's life, specifically in the areas of stimulation, nutrition, safety and love, setting the child up for better learning success at school and later in life, creating the opportunity to break the cycle of poverty and secure a better future for themselves and their families.

## **2. PRINCIPAL TRAINING IN 2018**

Leadership development is one of Learn2Live core values and it is an ongoing process of mentorship and maturity in knowledge and practice, and in 2018 we built on the foundation that was laid in 2018.

On a logistical level, the Basic Business Skills Workshops remained a platform for getting the principals together in fellowship and support, to relay important information and to discuss leadership issues.

This year we trained around 150 centers.

This year the Leadership Program was divided into three phases: ( Since Registration of ECD became part of our mandate we change our phases)

### Phase 1: Principals Meetings:

We host quarterly principal meetings where we give the principals general information and the schedule for the year. We also conducted training on the importance of education and creating a safe space for children. This training consisted of a large group as we encouraged all the principals to attend the workshops. During this events we give them updates on the registration process and invite them to our open days.

### Phase 2: Open days:

During our Open days we give individual attention to principal and assist them with enquiries about the registration process.

During this session we also assist with Business plans and policies.

If the principal need more help that cannot be resolve during the open day we invite them to our training block.

### Phase 3: Leadership Programme

This year we host 5 successful training blocks that that focuses on relevant subjects such as Vision of your ECD Centre, How to register a ECD Centre, City of Cape Town Requirements, Policy's, crèche administrative systems, financial record keeping and HR procedures. All topics are specifically chosen to offer immediate, practical assistance and guidance to the principals which will enable them to get registered at the Department of Social Development.

### 3. PHASE 1: PRINCIPALS MEETINGS

#### First quarter:

At the beginning of each year, Learn2Live hosts a principal meeting for all the **Kraaifontein** principals, in order to welcome new crèches and relay important event and training dates and information. This year the meeting took place on Thursday, 1 February 2018 and the topics on the agenda included:

- Our Wallacedene building water-saving strategy.
- An introduction to and the roles of our ECD assistants and mentors.
- Intake open days (event details and purpose).
- Registration drive and the role of DSD.
- Communication and confidentiality.
- Leadership training.
- Library applications.
- Homegrown project and cook training dates and information.
- Care group dates and information.
- Pre-school themes training.



The same meeting was conducted in **Mbakweni** on Monday, 5 February 2018. Topics included:

- The role of Learn2Live versus that of Sinethemba.
- Curriculum support plan.
- Care groups.
- Possible cook training in 2018.



**Second Quarter:**

This term two meetings were conducted:

The first meeting took place on Thursday, 5 April 2018 and the topics on the agenda included:

- Our Wallacedene building water-saving strategy.
- An introduction to and the roles of our ECD assistants and mentors.
- Intake open days (event details and purpose).
- Registration drive and the role of DSD.
- Communication and confidentiality.
- Leadership training.
- Library applications.
- Homegrown project and cook training dates and information.
- Baby care group date and information.

The second meeting was held on Thursday, 7 June 2018 and the agenda points included:

- Intake open day events (next dates).
- Health talks (Homegrown Project).
- Toddler care groups.
- Baby care group.
- Garden and cook training (Homegrown Project).

**We also had a principal meeting to discuss PROJECT UNSTUCK**

On Friday, 22 June 2018, a meeting was conducted between Mzamomhle Stichting and the 20 Kraaifontein principals who signed up for Project Unstuck – a collaboration between Mzamomhle Stichting and the government to assist crèches with huge building maintenance needs to get their premises up to standard in order to qualify for registration.

Topics of Discussion:

- What is Project Unstuck.
- The fact finding mission.
- Project plan.
- Budget and implementation.

On the 2<sup>nd</sup> of August 2018, another meeting was called with all the participating principals to discuss the following matters:

- Land Use Form: Mrs Kitching explained the purpose of the form and encouraged the principals to submit their completed forms by the 9<sup>th</sup> of August.
- Business Plans: Mrs Kitching handed out the template and asked them to submit theirs by the next meeting.
- Other: Mrs Kitching also asked the principals to submit their motivation letters for parking, as well as a copy of their menu at the next meeting to be held on the 7<sup>th</sup> of August.

#### **4. PHASE 2: OPEN DAYS AND AUDIT FEEDBACK MEETINGS**

##### **Quarter 1:**

From 2018, Learn2Live commits to hosting a monthly intake open day in all areas, to meet with principals one-on-one to answer their registration queries, distribute necessary document templates and give them feedback on their registration progress. Principals are also welcome to submit their registration documents at this event.

The following meetings were hosted:

09/02/2018: Kraaifontein, Brackenfell & Eersteriver

23/02/2018: Kraaifontein, Brackenfell, Eersteriver & Kuilsriver

28/02/2018: Eersteriver

23/03/2018: Kraaifontein, Brackenfell, Eersteriver & Kuilsriver



**Quarter 2:**

From 2018, Learn2Live commits to hosting a monthly intake open day in all areas, to meet with principals one-on-one to answer their registration queries, distribute necessary document templates and give them feedback on their registration progress. Principals are also welcome to submit their registration documents at this event.

The following meetings were hosted:

06/04/2018: Kraaifontein

20/04/2018: Kraaifontein

04/05/2018: Kraaifontein

07/05/2018: Eersteriver & Kuilsriver

25/05/2018: Kraaifontein

**Quarter 3:**

The following meetings were hosted:

<b>DATE:</b>	<b>VENUE:</b>
27/07/2018	Oakhill
03/08/2018	Oakhill
31/08/2018	Learn2Live Community Centre & Oakhill
28/09/2018	Learn2Live Community Centre & Oakhill



## 5. PHASE 3: LEADERSHIP PROGRAMME

### Training Block 1:

In 2018 we launched our new Leadership Program in Kraaifontein. The first training week was hosted at Oakhill from 5 – 9 March 2018 and attended by various Kraaifontein and Brackenfell centres who are not yet registered. The content of the program was specifically centred on registration requirements, e.g. health and safety, policies, etc. in order to equip them in this process.

### **Full Program Outline:**

DAY	PRESENTER	TOPIC	DISCUSSION POINTS
Day 1	Arina Kitching	Leadership	Vision Culture of Respect Finding Value in People
Day 2	Jackie Hintenaus	Health	Departmental Requirements
	Dennis Johnson	Fire	Departmental Requirements
	Morris Knudsen	Health & Safety	Practices & Policies
Day 3	Schonette Goosen	Policies	HIV Policy Admission Policy Smoking Policy Disability Policy Child Behaviour Register Policy Implementation
	Elize Cronje	Abuse Policies	Anti-Abuse Policy
Day 4	Arina Kitching	Human Resources	What is human resources? HR Policies Overview: contracts & job descriptions Overview: disciplinary procedures
Day 5	Rudolf Goosen / Engeline Hitchcock	Business Management	The Business Plan Company Entities and Required Registrations
	Arina Kitching	Graduation	Certificate Hand-Outs Refreshments

Unfortunately, Mr Goosen, had to cancel his engagement the week before, so we could not finish the training. His session has been postponed to May 2018, at which point the graduation ceremony will be held. Ms Engeline Hitchcock will also be taking over from him. The next Leadership Training block is scheduled for July 2018 in Eersteriver.

Day 1:



Day 2:



Day 3:



**Training Block 2:**

In 2018 we launched our new Leadership Program in Kraaifontein. The first training week was hosted at Oakhill from 5 – 8 March 2018 and was attended by various Kraaifontein and Brackenfell centres who were not yet registered. Unfortunately, due to unforeseen circumstances, Mr Goosen was not available to present the last session on day 5, at the time.

It was rescheduled to the 19<sup>th</sup> of April and Mr Goosen was replaced by Mrs Engeline Hitchcock, owner of Persona Staff – a top recruitment and HR services company based in Durbanville.

The session was focused on human resource policies and business management. Specific topics included:

- What is Human Resource Management?
- Wellbeing of employees.
- Basic disciplinary code.
- Warnings and disciplinary procedures.
- Absenteeism.
- Motivation of staff.
- Staff management.
- The goal of your business.
- Identifying and managing insubordination.
- Insolence, negligence and performance.
- Staff leave.

Resources received: Human Resources notes, anti-abuse policy example and incapacity records.

Once the session was over, the delegates were finally able to receive their Leadership Training graduation certificates.



**Training Block 3:**

In 2018, a new project under the umbrella of the Crèche Registration Project was launched, in partnership with Stichting Mzamomhle (sole funder) in the Netherlands, to assist ECD centres in the Kraaifontein region with various building and maintenance issues that are blocking them in the registration process.

Stichting Mzamomhle sent a representative, Mr Franz Labberton, to identify 20 centres to be aided, and to facilitate the co-ordination and appointment of contractors to address the various building related needs of these centres, in order for them to move forward in the registration process.

Learn2Live also committed to give these centres some guidance on certain governmental and managerial practices, by presenting a 3-day Leadership Training for them:

**Workshop 1 – 12/07/2018**

The first session was presented by Mrs Angela Lidgett-Nelson from AJL Projects and Coaching, and centred on the subject of self-reflection, learning, personal and business growth.

Topics included:

- Reflecting upon the story of your business, what you would have done differently and what you have learned in the process.
- Team achievements.
- Setting goals for the future.
- How does your business fit into the community's story?

**Workshop 2 – 19/07/2018**

This session was presented by Mrs Engeline Hitchcock, owner and CEO of Persona Staff in Durbanville, and focused on the role of a manager.

Topics included:

- The characteristics of a manager.
- The role of a manager.
- The definition of a manager.
- The role of a crèche manager.
- The 5 principle functions of managers: planning, organising, staffing, coordinating and controlling.
- Goalsetting according to the SMART principle: Specific, Measurable, Attainable, Relevant and Timely.
- Keeping up with and embracing change.
- The importance of trust and respect.
- Coaching.

Workshop 3 – 26/07/2018

The last session was also presented by Mrs Hitchcock and focused more on human resources.

Topics included:

- Planning and time management.
- Staff management and engagement.
- Communicating with staff.
- Employee retention.
- The recruitment process.
- Managing meetings.
- Staff appraisals.



**Training Block 4:**

Learn2Live is dedicated to the leadership development of ECD principals, teaching them to be good stewards of their businesses and inspiring them to nurture and work towards the realization of their dreams. We also partner with various governmental and municipal departments to give the principals more guidance on legal requirements in terms of fire and health & safety, as well as policies, in order for them to understand the registration requirements better.

Eersteriver Training Block:

Dates: 22 – 25 October 2018

Program Outline:

SESSION	PRESENTER	TOPICS
Session 1	Arina Kitching from Learn2Live	<ul style="list-style-type: none"> <li>• Vision &amp; Mission</li> <li>• Registration Process and Road Map</li> <li>• Strategic Planning/Thinking Ahead</li> <li>• Finding Value in People</li> </ul>
Session 2	Arina Kitching from Learn2Live	<ul style="list-style-type: none"> <li>• Planning Your Registration Process</li> <li>• Planning and Meetings</li> <li>• Form 29 &amp; 30</li> <li>• Business Plan</li> </ul>
Session 3	Michelle Liedemann from the Department of Education	<ul style="list-style-type: none"> <li>• Being Structured and Professional</li> <li>• Playing with a Purpose</li> <li>• Grade R Requirements</li> </ul>
Session 4	Rene Mcpherson from the CoCT Health Department	<ul style="list-style-type: none"> <li>• General Health &amp; Safety Practices &amp; Policies</li> <li>• Fire Safety</li> </ul>
Session 5	Elize Cronje – Play Therapist	<ul style="list-style-type: none"> <li>• Sexual Abuse &amp; Handling of a Child</li> <li>• Safe Place</li> </ul>
Session 6	Elmarie Labuschagne from Learn2Live	<ul style="list-style-type: none"> <li>• Compiling a Policy</li> <li>• Approving &amp; Implementing Policies</li> <li>• Admission Policy</li> </ul>

		<ul style="list-style-type: none"> <li>• Discipline Policy</li> <li>• Child Behaviour Register</li> <li>• Disability Policy</li> <li>• Smoking Policy</li> </ul>
Session 7	Arina Kitching from Learn2Live	<ul style="list-style-type: none"> <li>• Zoning Requirements &amp; Application</li> <li>• Building a Team and Staff Culture</li> <li>• Healthy Confrontation</li> <li>• Staff Empowerment</li> <li>• Self-Care</li> </ul>

On Thursday, 15 November 2018, a care group was hosted to share feedback from the principals regarding their successes and challenges in the implementation of what they learned at the training. The principals also received their graduation certificates at the end of the event.



**Training Block 5:**Kraaifontein Training Block:

Dates: 29 October 2018 – 1 November 2018

## Program Outline:

This program was originally the same as Eersteriver's Program, but after the first session, it was clear that the attendees were still very new at their role and needed basic knowledge on centre management and registration requirements. All speakers were therefor cancelled and the focus shifted to introductory knowledge, rather than in-depth discussions.

SESSION	PRESENTER	TOPICS
Session 1	Arina Kitching from Learn2Live	<ul style="list-style-type: none"> <li>• The Role of the Principal</li> <li>• Registration Process and Road Map</li> <li>• Strategic Planning/Thinking Ahead</li> <li>• Vision Casting</li> </ul>
Session 2	Arina Kitching from Learn2Live	<ul style="list-style-type: none"> <li>• Building Plans &amp; Land Use Applications</li> <li>• Business Plan</li> <li>• Basic Health &amp; Safety Practices</li> <li>• Compiling a POE</li> <li>• Introduction to Policies</li> </ul>
Session 3	Elmarie Labuschagne from Learn2Live	<ul style="list-style-type: none"> <li>• Policies Continued</li> <li>• School Fee Structure</li> <li>• Menu Planning</li> <li>• Sick-Child Policy</li> <li>• Security Measures</li> <li>• Communication with Parents</li> <li>• School Rules</li> <li>• Daily Programme</li> </ul>
Session 4	Arina Kitching from Learn2Live	<ul style="list-style-type: none"> <li>• Recap: Land Use</li> <li>• Recap: Constitution</li> <li>• Recap: Learning Program</li> </ul>





## **6. 2018 FINANCIAL OVERVIEW**

Total Sponsorship from Stigting Mzamomhle:	R12 265
Total Sponsorship from Tygervally	R12 500.00
<b>Total:</b>	<b>R 24 765.00</b>

See below table detail on expenses incurred:

Food and Drink	R 9125.00
Gifts	R 253,00
Training cost	R 8 280,00
Recourses	R 2714,90
New Printer	R 4 435,00
<b>Total</b>	<b>R24 807.00</b>

## **7. GOING FORWARD IN 2019**

2018 Leadership Program:

In 2019, the leadership programme will continue in Kraaifontein and also will be launched in Brackenfell, Kuilsriver and Eersteriver, according to the specific needs of the various areas.

Your continuous support will be much appreciated.

**8. REPORT SIGN-OFF**

**Project Manager:** Arina Kitching

**Signature:** \_\_\_\_\_

**Date:** 13 December 2018