

ELRC Strategic Plan



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EDUCATION LABOUR
RELATIONS COUNCIL

2024/25 to 2028/29



Education Labour Relations Council

Strategic Plan

for

the Fiscal Years 2024/2025 – 2028/2029

Foreword by the General Secretary of the ELRC



The Council's Strategic Plan outlines our strategic priorities for the period 2024/2025 to 2028/2029, with a primary focus on our mandate to maintain labour peace in public education. This medium to long-term plan also identifies key interventions to contribute towards the improved quality of public education.

The Council will maintain its resolution to provide facilitation, as and when required, to resolve impending disputes. The Council will also continue to employ proactive measures to resolve and circumvent disputes. These measures include the use of the dispute prevention committees at provincial level, where Parties identify and engage in discussion on areas that are considered potential disputes.

Another mechanism in place to administer the increased number of disputes referred to the ELRC, is the ongoing recruitment of Panellists, Intermediaries and Interpreters.

A continued focus for the 2024/25 financial period is the implementation of Collective Agreement No. 3 of 2018 (*Inquiry by the Arbitrator*). Continuous training is provided for employee representatives on how to prepare and present a case before the arbitrator where a child is involved either as a victim or witness.

To accomplish our mandate to maintain labour peace in public education, the Council provides facilitation both at national and provincial level, as a precautionary approach to circumvent labour unrest.

The Council's plans for the next five years are aligned with the National Development Plan (NDP) and vision for 2030.

The NDP advocates for the recognition of educators and proposes that a higher value should be placed on the teaching profession. In realising this objective, the Council will continue to support World Teachers' Day initiatives and other collaborative initiatives to celebrate teacher excellence and elevate the teaching profession. In celebrating its 30 year anniversary, the Council will be rolling out a Teacher Wellness Programme in the different provinces under the banner, *Taking the ELRC to the people*.

As the Accounting Officer of the ELRC, I am confident that our strategic goals for the period 2024/2025 to 2028/2029 will allow us to make a significant contribution to government's priority outcome 1: *to improve the quality of basic education* in public schools. The plan also demonstrates our commitment to fulfil our mandate of ensuring labour peace in public education.

Dr NO Foca
General Secretary, ELRC

Official Sign-off

It is hereby certified that this Strategic Plan:

- was developed by the management of the Education Labour Relations Council under the guidance of the Minister of Basic Education;
- takes into account all the relevant policies, legislation and other mandates for which the Education Labour Relations Council is responsible; and
- accurately reflects the performance targets which the Education Labour Relations Council will endeavour to achieve given the resources made available in the budget for 2023/2024.



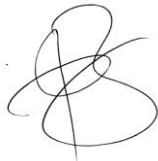
Signature:
Ms U Ndobeni
Chief Financial Officer



Signature:
Dr N.O. Foca
Accounting Officer

OFFICIAL APPROVAL BY THE ACCOUNTING AUTHORITY

Approved by:



Signature:
Dr L. Bono

ELRC Chairperson (Accounting Authority)

List of Acronyms

ANA	Annual National Assessments
APP	Annual Performance Plan
DBE	Department of Basic Education
DHET	Department of Higher Education and Training
DRP	Dispute Resolution Practitioners
ECD	Early Childhood Development
FAR	Fixed Assets Register
ICT	Information and Communications Technology
IQMS	Integrated Quality Management System
LRA	Labour Relations Act
MTEF	Medium Term Expenditure Framework
MTSF	Medium Term Strategic Framework
NDP	National Development Plan
NECT	National Education Collaboration Trust
NEPA	National Education Policy Act
NTA	National Teaching Awards
PFMA	Public Finance Management Act
PPN	Post Provisioning Norms
QLTC	Quality Learning and Teaching Campaign
SCM	Supply Chain Management
SGB	School Governing Body
TASP	Teacher Appreciation Support Programme
TPA	Teacher Performance Appraisal
ULP	Unfair Labour Practice

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PART A: STRATEGIC OVERVIEW

1. Vision

Our vision is:

To contribute towards quality public education through labour peace.

This is exercised through our motto:

‘Quality services for excellence in teaching.’

As a sector bargaining council in public education, the Council in giving effect to its vision through:

Proactively strengthening the social contract between government, teacher unions and civil society in order to create a conducive environment for improved quality in teaching and learning, creatively discharging its full range of obligations as envisaged in the Labour Relations Act and other relevant legislation and conventions.

This vision is underpinned by the following strategic principles, which relate to the functional areas of work of the Council:

Research, M&E	Dispute Management	Collective Bargaining	Support and Training	Communication, Special Initiatives and Campaigns
<p>Studies commissioned by the Council must provide an evidence base for improved policy, legislation and collective agreements and/or improved implementation of policy, legislation and collective agreements.</p> <p>Research commissioned by the Council must prioritise the study of factors which promote labour peace, educator morale and</p>	<p>In order to ensure labour peace, proactive dispute prevention is as important as dispute resolution:</p> <p>To prevent disputes of rights and mutual interest through intervention and mediation.</p> <p>To resolve ordinary and special disputes of rights through conciliation and arbitration.</p> <p>To resolve mutual interest disputes</p>	<p>The purpose of collective bargaining is to maximise the scope of the Parties’ shared interest, promoting the best possible fit between good educational outcomes and a fair deal for the teaching profession.</p> <p>The Council must continue to participate in major initiatives such as the QLTC, which endeavors to improve the quality of education in public schools, and World Teachers’ Day, which seeks to</p>	<p>Training of Dispute Resolution Practitioners (DRPs), intermediaries, and Panellists must guarantee a rights-based approach to dispute resolution. A particular emphasis will be placed on the rights of children.</p> <p>Training must provide negotiators with insights and tools to assist them in the bargaining process.</p> <p>The Parties must be supported in the</p>	<p>Educators must be aware of the functions and achievements of the Council and the services it offers.</p>

Research, M&E	Dispute Management	Collective Bargaining	Support and Training	Communication, Special Initiatives and Campaigns
<p>educator wellbeing.</p> <p>Monitoring and evaluation mechanisms must show whether implementation of policy, legislation and collective agreements is proceeding as planned, and must also uncover strengths and deficiencies in policy, legislation and collective agreements.</p>	<p>through mediation.</p> <p>To enforce implementation of the ELRC collective agreements through the constitution.</p>	<p>uplift the teaching profession.</p> <p>The National Education Collaboration Trust (NECT) seeks to improve the quality of schooling and systems for monitoring and supporting schools; and provides a governance platform for joint initiatives to improve education.</p>	<p>implementation of collective agreements through effective communication, the findings of M&E activities and more intensive support when necessary.</p> <p>Support and training must, however, go beyond collective agreements and extend to matters of profound importance to educators, such as their morale and wellbeing.</p>	

2. Mission

The mission of the Council is:

To provide quality services for excellence in teaching.

3. Values

The values adopted by the Council are:

Professionalism: promote behaviour that is generally accepted to be correct and proper

Transparency: ensure access to information by citizens

Independence: the right to making informed decisions independently that minimise or avoid conflicts of interest

Accountability: accepting responsibility for actions and decisions taken, with allowance for corrective action and penalty for wrongdoing

Fairness and equity: the adjudication of grievances and disputes

Social responsibility: respond to the social issues of the day

Efficiency: Delivery of quality services economically.

4. Legislative and Other Mandates

4.1. Legislative Mandates

The ELRC is a bargaining Council established in terms of Section 37 (2) of the Labour Relations Act (LRA).

Applicable Legislation

- Labour Relations Act 66 of 1995, as amended
- ELRC constitution

Other Mandates:

- Service Delivery Agreement of the Minister of Basic Education
- Action Plan to 2024: Towards the Realisation of Schooling 2030

Key legislation related to the mandate of the Council:

- Constitution of RSA:
 - Section 23
 - Section 28(2)
 - Section 29(1)
- Children's' Bill of Rights of 2007
- Sexual Offences Act 32 of 2007
- Child Care Act 74 of 1983 amended 1 April 2010
- Criminal Procedures Act 65 of 2008

4.2. Policy Mandates

A significant development in national basic education policy has influenced this Strategic Plan. The *Action Plan to 2024: Towards the Realisation of Schooling 2030* (Department of Basic Education,) sets out 27 goals in the improvement of the schooling system; 13 of these are output-related goals and 14 are process-related. A summary of the output-related goals follows:

- Goals 1 to 6 reflect the need to enable learners to meet minimum standards, such as increasing the number of Grade 12 learners who pass mathematics and physical science (Goals 5 and 6).
- Goals 7 to 9 reflect the need to improve the standards of learning performance (in particular in language and mathematics), in addition to ensuring that minimum standards are met.
- Goal 10 is to ensure that learners remain effectively enrolled at school until they complete the compulsory years of education.
- Goal 11 is to ensure that all learners have access to pre-primary education.
- Goal 12 is to improve the promotion rates of learners through Grades 1 to 9.
- Goal 13 is to improve the access of youth to Further Education and Training beyond Grade 9.

Goals 14 to 27 are process-related, and principals, teachers, learners, parents, education officials and partners in education transformation are expected to play important collaborative roles in achieving them within the framework of a Code for Quality Education:

- Goals 14 to 18 address teachers and the teaching process. For example, Goal 15 is to ensure that the availability and utilisation of teachers is such that excessively large classes are avoided, Goal 16 is to improve the professionalism, teaching skills, subject knowledge and computer literacy of teachers throughout their careers and Goal 18 is to ensure that learners cover all the topics and skills areas that they should cover in their current school year.
- Goals 19 and 20 relate to the availability of textbooks, workbooks and other educational materials. Goal 19 is to ensure access to the minimum set of textbooks and workbooks required in policy and is particularly relevant to indicator 5 above (access to textbooks and workbooks); Goal 20 is to increase access to a wide range of other media, including computers and libraries.
- Goals 21 and 22 deal with school governance and management. Goal 21 is to ensure that basic school management processes are in place and contribute to a functional school environment. Goal 22 is to ensure that parent and community participation in school governance is improved.

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- Goal 23 is to ensure that all schools are funded at the minimum per learner level and that the funds are used transparently and effectively.
- Goal 24 is to ensure that the physical infrastructure and environment of every school inspires learners to want to come to school and learn, and teachers to teach, with all schools achieving the nationally defined level of optimum functionality.
- Goal 25 is to use the school as a location to promote access among children to the full range of public health and poverty reduction interventions.
- Goal 26 is to increase the number of schools which effectively implement the inclusive education policy and have access to centres which offer specialist services. Indicator 14 above (training in the identification and support of special needs) represents an important aspect of this goal.
- Goal 27 is to improve the frequency and quality of the monitoring and support services provided by district offices to schools.

A second important influence on this Strategic Plan is the Delivery Agreement for Outcome 1 (**Improved Quality of Basic Education**) signed by the Minister of Basic Education. The Delivery Agreement is closely based on the *Action Plan to 2024*. It stresses the importance of developing a “strengthened ‘social contract’ between government, teacher unions, teacher training institutions, parent and School Governing Body (SGB) organisations, business and civil society organisations”. This emphasis is of particular importance to the Council and provides an opportunity to strengthen the presence of the basic education sector’s strategic outcome-oriented goals within our work. These goals are:

- Improve the quality of teaching and learning
- Undertake regular assessment to track progress
- Improve early childhood development
- Ensure a credible, outcomes-focused planning and accountability system

The first, third and fourth of the above goals are, in different degrees, clearly areas in which the Council can play a role. The importance of the ‘social contract’ in the Delivery Agreement underpins all the work of the Council and has inspired the development of a refined vision for the Council’s work, as presented in section 1 above.

The submission of this Strategic Plan 2024/2025 – 2028/2029 provides an opportunity to strengthen the presence of the basic education sector’s policy priorities within the work of the Council. These priorities are captured in the Department of Basic Education’s (DBE) *Action Plan to 2024: Towards the Realisation of Schooling 2030* and in the Minister’s Delivery Agreement.

The following programmes of the ELRC have been amended in line with the Minister's Delivery Agreement.

Programme 1: Collective Bargaining Services

Programme 2: Dispute Management Services

Programme 3: Corporate Services

Programme 4: Finance and Supply Chain Management Services

Programme 5: Executive Services

The implications of the DBE's goals for these programmes are illustrated in the following table.

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Action Plan to 2024 (Department of Basic Education)		Implications for Programmes 1 and 2 of the Council	
Focus areas of the Action Plan to 2024: Towards the Realisation of schooling 2030	The 27 Goals of the Action Plan to 2024	Programme 1: Collective Bargaining Services	Programme 2: Dispute Management Services
Universalise access to Grade R	11. Improve the access of children to quality ECD below Grade 1.	To conduct research on the conditions of service for ECD Practitioners and craft recommendations that will inform the policy on conditions of service for ECD Practitioners.	
Strengthen school management and promote functional schools	<p>10. Ensure that all children remain effectively enrolled in school at least up to the year in which they turn 15.</p> <p>12. Improve the grade promotion of learners through Grades 1 to 9.</p> <p>15. Ensure that the availability and utilisation of teachers is such that excessively large classes are avoided.</p> <p>18. Ensure that learners cover all the topics and skills areas that they should cover within their current school year.</p> <p>19. Ensure that every learner has access to the minimum set of textbooks and workbooks required according to national policy.</p> <p>24. Ensure that the physical infrastructure and environment of every school inspires learners to want to come to school and learn, and teachers to teach.</p>	<p>Focus areas related to the conditions of service of teachers in public education:</p> <ul style="list-style-type: none"> • Improve the conditions of service of teachers in rural areas by continuing to monitor the implementation of the policy on incentives at provincial level. • Monitor the appointment of temporary and substitute teachers at provincial level. • Monitor the implementation of the Integrated Quality Management System (IQMS) for school-based teachers and managers to QMS. 	<p>Dispute prevention will be proactive, rapid in its response, and will include community facilitation and the use of experienced mediators.</p> <p>The rights of all parties must be protected in dispute resolution processes; the rights of children must be given special attention.</p> <p>Implement ELRC Collective Agreement No. 3 of 2018 where the child is involved either as witness or victim in sexual misconduct cases. The use of specialised venues and intermediaries will ensure the reduction of secondary victimisation to the children.</p> <p>Timeous resolution of disputes to ensure that schooling is not affected, and the morale of</p>

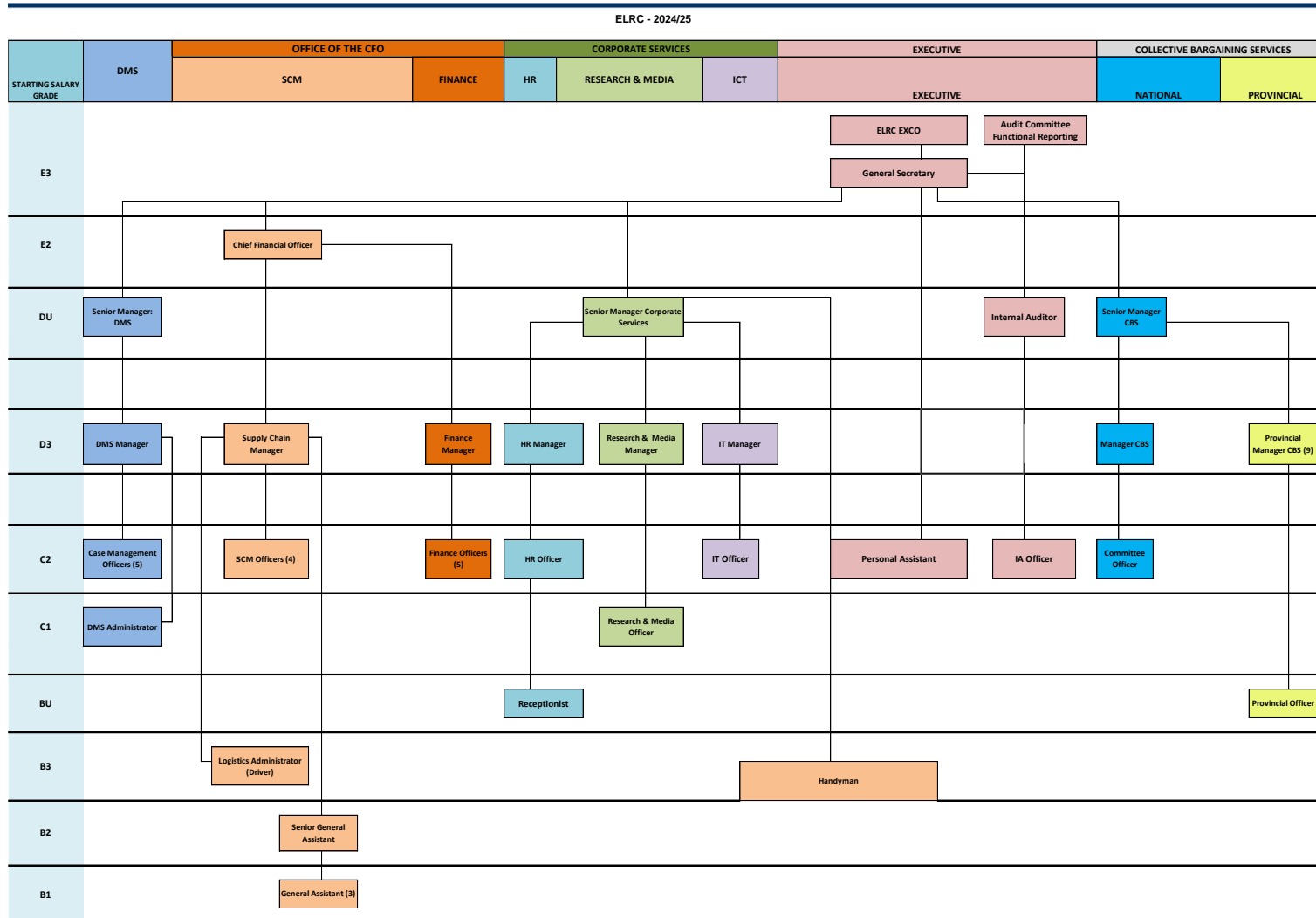
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Focus areas of the Action Plan to 2024: Towards the Realisation of schooling 2030	The 27 Goals of the Action Plan to 2024	Programme 1: Collective Bargaining Services	Programme 2: Dispute Management Services
	<p>21. Ensure that the basic annual management processes occur across all schools in the country in a way that contributes towards a functional school environment.</p> <p>16. Improve the professionalism, teaching skills, subject knowledge and computer literacy of teachers throughout their entire careers.</p> <p>17. Strive for a teacher workforce that is healthy and enjoys a sense of job satisfaction.</p> <p>20. Increase access amongst learners to a wide range of media, including computers, which enrich their education.</p> <p>22. Improve parent and community participation in the governance of schools, partly by improving access to important information via the e-Education strategy.</p> <p>23. Ensure that all schools are funded at least at the minimum per learner levels determined nationally and that funds are utilised transparently and effectively.</p> <p>25. Use schools as vehicles for promoting access to a range of public services amongst learners in areas such as health, poverty alleviation, psychosocial support, sport and culture.</p> <p>26. Increase the number of schools, which effectively implement the inclusive education policy and have access to centres, which offer</p>		<p>aggrieved educators is not adversely affected.</p>

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Focus areas of the Action Plan to 2024: Towards the Realisation of schooling 2030	The 27 Goals of the Action Plan to 2024	Programme 1: Collective Bargaining Services	Programme 2: Dispute Management Services
	specialist services.		
Strengthen the capacity of district offices	27. Improve the frequency and quality of the monitoring and support services provided by district offices to schools, partly through better use of e-Education.	<ul style="list-style-type: none"> • To partner with structures that support the health and psychosocial conditions of teachers in district offices to ensure sustainability and fulfilment of their responsibilities. 	

5. ELRC Organogram



6. Updated Situational Analysis

The Medium-Term Strategic Framework (MTSF) of the Government to 2024 has been taken into account in the development of the ELRC's strategic Plan. The priority area of **access to quality education** guides the strategic plan in terms of Outcome 1: (*Improved Quality of Basic Education*), which is at the centre of the government's approach.

The ELRC commits to ensure that Strategic Priority 1 of the government's priorities and programmes is paramount in the strategic planning process as it relates to teachers' conditions of service.

6.1. Performance Delivery Environment

The ELRC operates mainly in the management of disputes and collective bargaining environments. The development of the policy is informed by Part C Sections 133 to 150 of the Labour Relations Act No. 66 of 1995 (as amended) and the following determine the environment within which the entity operates:

- The constitution of the ELRC
- Interpretation of Collective Agreements
- Committee Work Procedures
- The Five-Year Strategic Plan
- The Annual Performance Plan

The Council is also governed by and subjected to compliance with policies, procedures, rules and regulations applicable to the ELRC.

6.2. Organisational Environment

The Secretariat of the ELRC support Parties to the Council with the administration of the bargaining process. The support staff is properly equipped with the knowledge and skills through the encouragement of improving qualifications by offering study assistance and acquiring of skills through short courses identified through the Performance Management System of the Council.

The income of the Council is generated through contributions by the Employer and deductions from the educators. These funds are utilised primarily to fund the programmes and operational activities of the Council, without utilising the accumulated cash reserves which are in place.

The rate of contribution is determined through negotiations by the Parties to Council. The levy contribution is for the financial year 2024/25 is increased annually linked to inflation projected (CPI+0.7%). This will result in stable income that is linked to expenses which is impacted by cost of living.

The Council has managed, through prudent financial management, to allocate and utilise these limited resources in the achievement of its objectives.

Compliance, Risk and Audit

The Compliance, Risk and Audit unit was established to enhance good corporate governance within the ELRC, especially in ensuring that there is effective and efficient governance, risk management and internal controls. It also assesses and makes appropriate recommendations for the improvement of the governance process to ensure that Council achieves its objectives; and assists the organisation to identify, evaluate and assess significant organisational risks and

provide assurance as to the effectiveness of related internal controls.

6.3. Description of the Strategic Planning Process

The development of the Strategic and Annual Performance Plans involves the Governance structures on the development of the strategic objectives, which provides management with the direction on the development of the annual performance plans and the associated financial projections.

All members of the management team are involved and encouraged to assist in the setting up of targets and their delivery.

The purpose of the Council's Strategic Plan

The Plan outlines the objectives and activities of Council for the five years of the 2024/2025 to 2028/2029 Medium Term Expenditure Framework (MTEF) period. The Plan has also been aligned with the *Action Plan to 2024: Towards the Realisation of Schooling 2030*, which outlines the country's first comprehensive and long-term plan for education; as well as the Minister's Performance agreement. Delivery Outcome 1 of the Minister's Performance Agreement (*Improved quality of basic education*), will guide the activities of Council for the period 2024/2025 to 2028/2029.

7. Strategic Outcome Oriented Goals

The Council's strategic vision rests on the pillars of its mandate to maintain labour peace in public education and extends to the attainment of quality education in public schools, through stakeholder collaboration and support of initiatives to restore the image of the teaching profession.

In an effort to achieve Delivery Outcome 1, and the NDP's projections that South Africans should have access to education and training of the highest quality by 2030, the Council will continue to support QLTC activities. This will ensure that functional structures are established in all provinces, to realise the objective of having teachers in school, in class, on time and teaching with no neglect of duty.

In line with the *Action Plan to 2024*, Goals 14 to 17 (Action Plan goals on teacher supply, demand and utilisation), the Council will continue to monitor the appropriate implementation of Post Provisioning Norms (PPN) at provincial level.

In fulfilling our mandate to maintain labour peace in public education, the Council provides facilitation both at national and provincial level, as a precautionary approach to circumvent labour unrest.

Strategic Outcome Oriented Goal 1	Research and monitoring and evaluation activities provide an evidence base for improved policies and policy implementation in basic education.
Goal Statement	Well researched policies and legislation, developed on the basis of strong evidence and supported by collective agreements, promote labour peace, educator morale and educator wellbeing.
Strategic Outcome Oriented Goal 2	Equal importance is attached to proactive dispute prevention and dispute resolution.

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Goal Statement	Disputes of rights and mutual interest are prevented where possible through intervention and mediation, and effectively resolved when they arise, and collective agreements are enforced; the rights of children involved in disputes (as victims or as witnesses) are given special attention and consistently upheld.
Strategic Outcome Oriented Goal 3	Collective bargaining processes maximise the scope of the Parties' shared interest.
Goal Statement	The best possible fit between good educational outcomes and a fair deal for the teaching profession is achieved.
Strategic Outcome Oriented Goal 4	Provide appropriate support and training for all involved in dispute resolution and collective bargaining.
Goal Statement	Training of DRPs, intermediaries and panellists must guarantee an effective, rights-based approach to the core activities of the Council and to other matters of profound importance to educators, such as their morale and wellbeing.
Strategic Outcome Oriented Goal 5	Sound communication strategies support and complement the core activities of the Council.
Goal Statement	Educators will be keenly aware of the functions of the Council; special initiatives must support and complement the core activities of the Council.
Strategic Outcome Oriented Goal 6	Strengthen social dialogue through supporting and participating in education initiatives such as the Teacher Appreciation Support Programme (TASP).
Goal Statement	Collaboration with education stakeholders to promote dialogue on teaching and learning in South African schools.

PART B: STRATEGIC OBJECTIVES

8. Strategic Objectives per programme

8.1. Strategic Objectives

8.1.1 Collective Bargaining Services

The purpose of Collective Bargaining Services is to contribute to the Council's vision of a strengthened social contract between government, teacher unions and civil society that helps to create a conducive environment for improved quality in teaching and learning. Such is done by promoting collective bargaining at national and provincial levels so as to ensure the development of effective policies for quality public education in a non-disruptive environment for teaching and learning.

Sub-programmes:

- Collective Bargaining
- Research Services
- Dispute Prevention Support Services

Strategic objective 8.1.1.1	Collective Bargaining
Objective statement	To facilitate bargaining on identified matters of mutual interest in public education
Baseline	Bargaining meetings convened and collective agreement on vote weights approved
Strategic objective 8.1.1.2	Research Programmes
Objective statement	Council to attend relevant education programmes (international study visits / conferences / research) to gain best practices to improve the public education system
Baseline	Council delegates attended International Labour and Employment Relations Association (ILERA) 8 th African Regional Congress
Strategic objective 8.1.1.3	QMS Colloquium
Objective statement	To monitor the implementation of the recommendation from the QMS Colloquium
Baseline	To facilitate refresher training on the implementation of CA 2 of 2020 Refresher Training concluded in all provinces before 31 March 2024
Strategic objective 8.1.1.4	Grade R Practitioners
Objective statement	Council to conclude concept document on universalisation and institutionalisation of Grade R practitioners
Baseline	Document on the upgrading of un- and under-qualified Grade R Practitioners status to professionally qualified status adopted by Council
Strategic objective 8.1.1.5	Monitoring implementation of national collective agreements
Objective statement	Council to monitor implementation of ELRC national agreements: <ul style="list-style-type: none"> • CA 4 of 2018 • CA 2 of 2020 • CA 2 of 2022
Baseline	Bargaining meetings convened to table the implementation of identified national collective agreements at provincial level

8.1.2 Dispute Management Services

The purpose of Dispute Management Services is to manage disputes proactively. This includes prevention of disputes by defusing conflicts that can disrupt teaching and learning; it also includes dispute resolution. Professional development and training is included in the programme to ensure that Dispute Resolution Practitioners and Panelists operate effectively. Particular emphasis is placed on training that helps to protect the rights of children involved in special disputes.

Sub-programmes:

- Conciliation and pre-arbitration services
- Arbitration services
- Training of Dispute Resolution Practitioners and/or Negotiators
- Professional Training and Development of Panellists
- Quality control of awards and rulings

Strategic objective 8.1.2.1	Provide efficient dispute resolution services
Objective statement	To provide a platform for parties to engage and settle their disputes
Baseline	89,4% of Conciliation cases
Baseline	86,08% of Arbitration cases
Strategic objective 8.1.2.2	Quality control of awards
Objective statement	All awards are quality controlled
Baseline	100% of awards were quality controlled
Strategic objective 8.1.2.3	Professional Development Services
Objective statement	To provide Professional Development to Dispute Resolution Practitioners
Baseline	Six training sessions were provided
Strategic objective 8.1.2.4	Professional Development Services
Objective statement	To provide Professional Development to Panellists
Baseline	Four training sessions conducted
Strategic objective 8.1.2.5	Professional Development Services
Objective statement	To provide Training and Development for Parties to Council (DBE officials and Trade Unions)
Baseline	Four training sessions conducted

8.1.3 Corporate Services

The purpose of Administration Services is to provide support services to the core operational functions of the Council, to ensure that it delivers an efficient and effective service on its mandates.

Sub-programmes:

- Mobilising Employee Services (Human Resources)
- Communication Services (Research & Media)
- Information Communication Technology (ICT)

Human Resources

Strategic objective 8.1.3.1	Professionalise the ELRC by investing in human capital
Objective statement	Attracting and retaining highly skilled and performing individuals
Baseline	Employees participated in the skills development programmes
Objective statement	Enhance the capacity and competence of individuals so that they exceed the Council's expectations and work in a way that effectively and efficiently attains ELRC's strategic objectives
Baseline	Maintained a formal process for collection, collation, verification and scoring of performance agreements and assessments for all employees
Objective statement	To manage compensation and benefits for all staff, by ensuring that employees' remuneration is in accordance with their job profiles and continuous benchmarking with other organisations
Baseline	Payment of monthly salaries and benefits
Objective statement	Invest in employees' wellbeing to maximise productivity
Baseline	100% of employee wellness programmes conducted

Research & Media

Strategic objective 8.1.3.2	Promote the corporate image of the ELRC
Objective statement	To create awareness of the functions of Council and strengthen relations with stakeholders
Baseline	Implementation of recommendations from survey research conducted in 2014/15
Strategic objective 8.1.3.3	Records Management
Objective statement	To implement an efficient records management system to preserve the vital records of the Council and ensure business continuity
Baseline	Implement the approved Records Management Policy

Information and Communication Technology

Strategic objective 8.1.3.4	Efficiency and effectiveness of business operation through an established ICT Infrastructure that ensures information is available, accessible, and protected
Objective statement	Critical ICT Infrastructure to be restored within the set timeline
Baseline	Replacement of obsolete computer equipment with advanced computers
Strategic objective 8.1.3.5	Comply and implement ICT governance framework and practice
Objective statement	Update the ICT Strategic plan
Baseline	Monitoring the effectiveness of the Plan
Strategic objective 8.1.3.6	Evaluate the efficiency and effectiveness of the ICT system security that has been implemented and ensure that it is able to respond to the daily security threat that organisations are exposed to
Objective statement	Ensure that the integrity of the Council's system (data and information) is not compromised
Baseline	n/a

8.1.4 Finance and Supply Management Services

The purpose of Finance and Supply Chain Management Services is to ensure that contracts for goods and services, are done in accordance with a system which is fair, equitable, transparent, competitive and cost effective as per section 217 of RSA Constitution.

Sub-programmes:

- Finance and Administration
- Demand management
- Database (suppliers) management
- Contract management
- Procurements and acquisitions
- Assets management

Finance

Strategic objective 8.1.4.1	Sound and compliant financial internal control and financial management service
Objective statement	To provide a compliant internal control and sound Financial Management service
Baseline	Implementation of Finance Administration Policy as well as ensuring that the financial management division complies with appropriate financial accounting standards
Strategic objective 8.1.4.2	Compliant and accurate budget management, aligned to the annual performance plan
Objective statement	To produce an accurate and comprehensive consolidated Medium-Term Expenditure Framework (MTEF) Budget aligned with the Annual Performance Plan (APP) and the Mid-Year Budget review
Baseline	Maintain compliance to appropriate budget processes which assist in avoiding unauthorised expenditure and ensuring that the accounting system produces compliant and accurate budget management reports

Supply Chain Management Services

Strategic objective 8.1.4.3	Improve the overall ELRC performance and customer satisfaction by improving product and service delivery to customers
Objective statement	To provide sound asset management which includes safeguarding and maintenance of assets
Baseline	Complete and accurate Fixed Assets Register (FAR) at the end of the year
Objective statement	Maintain a compliant demand and acquisition management process
Baseline	0% irregular, unauthorised, fruitless and wasteful expenditure year-on-year
Objective statement	Monitoring of the contract management system to ensure that the terms and conditions contained within the contract are adhered to and that all of a party's contractual obligations are met satisfactory
Baseline	Monitoring of the contract management system to ensure compliance to procurement policies
Objective statement	To provide support services to all business units and ensure all procurement needs of the ELRC are met within set timeframes contained in the

	Procurement Plan
Baseline	Purchasing the right products and services in a timely and cost effective manner to ensure that the objectives of the ELRC are met

8.1.5 Executive Services

The purpose of Executive services is to ensure the Council meets its strategic vision which rests on the pillars of its mandate to maintain labour peace in public education and extends to the attainment of quality education in public schools, through stakeholder collaboration and support of initiatives to restore the image of the teaching profession.

Sub-programmes:

- Strategic and corporate governance
- Internal audit and compliance
- Risk management

Strategic objective 8.1.5.1	Risk Management, Control and Governance
Objective statement	To add value through assessing the tone and risk management culture of the organisation, as well as evaluating and reporting on the effectiveness and efficiency of internal controls, corporate governance and compliance with regulatory framework
Baseline	Approved Risk Assessment Report and Internal Audit Coverage Plan; rolled out 100% Annual Audit Plan

8.1.6 Resource Considerations

The expenditure trends have been increasing in line with inflation however, the income of the Council has remained constant over the MTEF period. The Council should continue effectively controlling expenditure and propose that the funding model be revised to ensure that the Council remains a going concern.

The implementation of the above plans will be in accordance with the budget submitted. The required human resources are adequate.

8.2 Risk Management

The following are key risk that may affect the realisation of strategic objectives:

- Failure or delays to effectively resolve referrals within the ELRC jurisdiction
- Failure to expedite inquiry by Arbitrator for sexual misconduct cases relating to minors.
- Incorrect in the interpretation and implementation of Collective Agreements and / policies.
- Failure by parties to efficiently conclude on issues of mutual interest.
- Inadequate dispute prevention structures and measures.
- Impasse by parties.

The Council is committed to address the identified risks, to ensure that operations are not hampered, and the Council is able to fulfill on its core mandate to maintain labour peace in public education.