



Part E
Financial Information

Report of the auditor-general to the Western Cape Provincial Parliament on vote no. 5: Western Cape Education Department

Report on the audit of the financial statements

Opinion

1. I have audited the financial statements of the Western Cape Education Department (WCED), set out on pages 195 to 256, which comprise the appropriation statement, statement of financial position as at 31 March 2020, statement of financial performance, statement of changes in net assets and cash flow statement for the year then ended, as well as the notes to the financial statements, including a summary of significant accounting policies.
2. In my opinion, the financial statements present fairly, in all material respects, the financial position of the WCED as at 31 March 2020, and its financial performance and cash flows for the year then ended in accordance with the Modified Cash Standard (MCS) prescribed by the National Treasury and the requirements of the Public Finance Management Act of South Africa, 1999 (Act No. 1 of 1999) (PFMA) and the Division of Revenue Act of South Africa, 2019 (Act No.16 of 2019) (Dora).

Basis for opinion

3. I conducted my audit in accordance with the International Standards on Auditing (ISAs). My responsibilities under those standards are further described in the auditor-general's responsibilities for the audit of the financial statements section of this auditor's report.
4. I am independent of the department in accordance with sections 290 and 291 of the Code of ethics for professional accountants and parts 1 and 3 of the International Code of Ethics for Professional Accountants (including International Independence Standards) of the International Ethics Standards Board for Accountants (IESBA codes), as well as the ethical requirements that are relevant to my audit in South Africa. I have fulfilled my other ethical responsibilities in accordance with these requirements and the IESBA codes.
5. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Emphasis of matters

6. I draw attention to the matters below. My opinion is not modified in respect of these matters

Restatement of corresponding figures

7. As disclosed in note 31 to the financial statements, the corresponding figures for 31 March 2019 were restated as a result of errors in the financial statements of the department at, and for the year ended, 31 March 2020.

Non-adjusting events after the reporting date

8. I draw attention to note 27 in the financial statements, which deals with subsequent events and specifically the possible effects of the future implications of Covid-19 on the department's future prospects, performance and cash flow. Management has assessed the impact of the Covid-19 pandemic and concluded that no further reporting of information in the 2019-20 annual financial statements is deemed material. My opinion is not modified in respect of this matter.

Other matter

9. I draw attention to the matter below. My opinion is not modified in respect of this matter.

Unaudited supplementary schedules

10. The supplementary information set out on pages 257 to 267 does not form part of the financial statements and is presented as additional information. I have not audited these schedules and, accordingly, I do not express an opinion on them.

Responsibilities of the accounting officer for the financial statements

11. The accounting officer is responsible for the preparation and fair presentation of the financial statements in accordance with MCS and the requirements of the PFMA and Dora, and for such internal control as the accounting officer determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.
12. In preparing the financial statements, the accounting officer is responsible for assessing the department's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the appropriate governance structure either intends to liquidate the department or to cease operations, or has no realistic alternative but to do so.

Auditor-general's responsibilities for the audit of the financial statements

- 13. My objectives are to obtain reasonable assurance about whether financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with the ISAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.
- 14. A further description of my responsibilities for the audit of the financial statements is included in the annexure to this auditor's report.

[Report on the audit of the annual performance report](#)

Introduction and scope

- 15. In accordance with the Public Audit Act of South Africa, 2004 (Act No. 25 of 2004) (PAA) and the general notice issued in terms thereof, I have a responsibility to report on the usefulness and reliability of the reported performance information against predetermined objectives for selected programmes presented in the annual performance report. I performed procedures to identify material findings but not to gather evidence to express assurance.
- 16. My procedures address the usefulness and reliability of the reported performance information, which must be based on the approved performance planning documents of the department. I have not evaluated the completeness and appropriateness of the performance indicators / measures included in the planning documents. My procedures do not examine whether the actions taken by the department enabled service delivery. My procedures also do not extend to any disclosures or assertions relating to planned performance strategies and information in respect of future periods that may be included as part of the reported performance information. Accordingly, my findings do not extend to these matters.
- 17. I evaluated the usefulness and reliability of the reported performance information in accordance with the criteria developed from the performance management and reporting framework, as defined in the general notice, for the following selected programmes presented in the annual performance report of the department for the year ended 31 March 2020:

Programmes	Pages in the annual performance report
Programme 2: public ordinary school education	73-79

18. I performed procedures to determine whether the reported performance information was properly presented and whether performance was consistent with the approved performance planning documents. I performed further procedures to determine whether the indicators and related targets were measurable and relevant, and assessed the reliability of the reported performance information to determine whether it was valid, accurate and complete.
19. The material findings in respect of the usefulness and reliability of the selected programme are as follows:

Programme 2: public ordinary school education

PPM 216: percentage of learners provided with required textbooks in all grades and in all subjects per annum

20. The planned target of 99,8% for this indicator was not specific in clearly identifying the nature and required level of performance.

PPM 213: percentage of Funza Lushaka bursary holders placed in school within six months upon completion of their studies or upon confirmation that the bursar has completed studies

21. I was unable to obtain sufficient appropriate audit evidence for the achievement of 8,49% as reported against the target of 65% in the annual performance report, due to the lack of accurate and complete records. I was unable to confirm the reported achievement by alternative means. Consequently, I was unable to determine whether any adjustments were required to the reported achievement

Various indicators

22. The achievements reported in the annual performance report materially differed from the supporting evidence provided for the indicators listed below:

Indicator description	Reported achievement
PPM 216: percentage of learners provided with required textbooks in all grades and in all subjects per annum	94,25%
PPI 2.3: learner absenteeism rate	5,73%

Other matters

23. I draw attention to the matters below.

Programme 1: administration

PPM 108: Teacher absenteeism not reliable

24. The performance indicator, previously included in programme 2: public ordinary school education, was included under programme 1: administration for the year under review, which was not selected for audit in 2019-20. The performance reported against the planned target in the previous year materially differed from the supporting evidence as all the leave taken by teachers during the previous financial year was not recorded or included as part of the reported achievement in the performance report. Due to the relevance and importance of this indicator to the education sector, the 2019-20 audit also included a confirmation of whether the processes had improved to address the weaknesses previously identified. These matters were, however, not addressed and as a result the reported achievement of 3,95% as included on page 50 in the annual performance report is not reliable.

Achievement of planned targets

25. Refer to the annual performance report on pages 73 to 79 for information on the achievement of planned targets for the year and explanations provided for the under- and overachievement of a number of targets. This information should be considered in the context of the material findings on the usefulness and reliability of the reported performance information in paragraphs 20 to 22 of this report

Adjustment of material misstatements

26. I identified material misstatements in the annual performance report submitted for auditing. These material misstatements were in the reported performance information of programme 2: public ordinary school education. As management subsequently corrected only some of the misstatements, I raised material findings on the usefulness and reliability of the reported performance information. Those that were not corrected are reported above.

Report on the audit of compliance with legislation

Introduction and scope

27. In accordance with the PAA and the general notice issued in terms thereof, I have a responsibility to report material findings on the department's compliance with specific matters in key legislation. I performed procedures to identify findings but not to gather evidence to express assurance

28. I did not identify any material findings on compliance with the specific matters in key legislation set out in the general notice issued in terms of the PAA

Other information

29. The accounting officer is responsible for the other information. The other information comprises the information included in the annual report. The other information does not include the financial statements, the auditor's report and those selected programmes presented in the annual performance report that have been specifically reported in this auditor's report.
30. My opinion on the financial statements and findings on the reported performance information and compliance with legislation do not cover the other information and I do not express an audit opinion or any form of assurance conclusion thereon.
31. In connection with my audit, my responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements and the selected programme presented in the annual performance report, or my knowledge obtained in the audit, or otherwise appears to be materially misstated. If based on the work I have performed, I conclude that there is a material misstatement in this other information, I am required to report that fact.
32. I have nothing to report in this regard.

Internal control deficiencies

33. I considered internal control relevant to my audit of the financial statements, reported performance information and compliance with applicable legislation; however, my objective was not to express any form of assurance on it. The matters reported below are limited to the significant internal control deficiencies that resulted in, the findings on the WCED performance report in this report.
34. Management did not have appropriate record-keeping processes in place to ensure that reported performance information was supported by credible supporting evidence
35. The method of calculation for PPM 216, which measures the percentage of learners receiving the required textbooks, was amended in the current year by the relevant authorities without adequately considering the performance management and reporting framework prescripts relating to predetermined objectives, which resulted in the indicator not being well defined.
36. The implementation of the action plan to address repeat findings on predetermined objectives was not adequate to prevent material misstatements in the performance report.

Other reports

37. I draw attention to the following engagement conducted which had, or could have, an impact on the matters reported in the department's financial statements, reported performance information, compliance with applicable legislation and other related matters.
38. I draw attention to the following engagement conducted which had, or could have, an impact on the matters reported in the department's financial statements, reported performance information, compliance with applicable legislation and other related matters.
39. The special investigating unit is currently investigating the Covid-19 procurement processes. The investigation is still in progress.

Auditor-General

Cape Town
5 November 2020



Annexure – Auditor-general's responsibility for the audit

1. As part of an audit in accordance with the ISAs, I exercise professional judgement and maintain professional scepticism throughout my audit of the financial statements, and the procedures performed on reported performance information for selected programmes and on the department's compliance with respect to the selected subject matters.

Financial statements

2. In addition to my responsibility for the audit of the financial statements as described in this auditor's report, I also:
 - identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error; design and perform audit procedures responsive to those risks; and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations or the override of internal control
 - obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the department's internal control
 - evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the accounting officer
 - conclude on the appropriateness of the accounting officer's use of the going concern basis of accounting in the preparation of the financial statements. I also conclude, based on the audit evidence obtained, whether a material uncertainty exists relating to events or conditions that may cast significant doubt on the ability of the WCED's to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial statements about the material uncertainty or, if such disclosures are inadequate, to modify my opinion on the financial statements. My conclusions are based on the information available to me at the date of this auditor's report. However, future events or conditions may cause a department to cease operating as a going concern
 - evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and determine whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

Communication with those charged with governance

3. I communicate with the accounting officer regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.
4. I also confirm to the accounting officer that I have complied with relevant ethical requirements regarding independence, and communicate all relationships and other matters that may reasonably be thought to have a bearing on my independence and, where applicable, actions taken to eliminate threats or safeguards applied.

**Appropriation Statement
for the year ended 31 March 2020**

Appropriation per programme									
Voted funds and direct charges	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual Expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Programme									
1. Administration	1 666 567	-	(31 574)	1 634 993	1 630 972	4 021	99.8%	1 563 125	1 556 902
2. Public Ordinary School Education	17 670 025	-	(15 976)	17 654 049	17 466 301	187 748	98.9%	16 352 197	16 347 764
3. Independent School Subsidies	119 510	-	(973)	118 537	118 537	-	100%	113 179	113 179
4. Public Special School Education	1 345 286	-	(28 212)	1 317 074	1 314 143	2 931	99.8%	1 258 980	1 258 295
5. Early Childhood Development	606 653	-	(16 335)	590 318	590 318	-	100%	569 355	569 355
6. Infrastructure Development	1 783 348	-	92 709	1 876 057	1 869 152	6 905	99.6%	1 835 544	1 810 370
7. Examination and Education Related Services	458 634	-	361	458 995	456 966	2 029	99.6%	457 400	456 569
Total	23 650 023	-	-	23 650 023	23 446 389	203 634	99.1%	22 149 780	22 112 434
Reconciliation with Statement of Financial Performance									
Add:									
Departmental receipts				12 862				-	
Actual amounts per Statement of Financial Performance (Total Revenue)				23 662 885				22 149 780	
Actual amounts per Statement of Financial Performance Expenditure					23 446 389				22 112 434

Virements

- Shifting of R16,201 million to Programme 1: Administration for the higher than anticipated expenditure for compensation of employees from Programme 2: Public Ordinary School Education (R2,115 million) and Programme 4: Public Special School Education (R14,086 million).
- Shifting of R41 000 to Programme 2: Public Ordinary School Education for the higher than anticipated expenditure for the Social Sector EPWP Incentive Grant for Provinces from Programme 5: Early Childhood Development (R41 000)
- Shifting of R5,071 million to Programme 4: Public Special School Education for the higher than anticipated severance package pay-outs and leave gratuities, payments for financial assets and the increase in the daily vehicle tariffs from Programme 1: Administration (R36 000), Programme 2: Public Ordinary School Education (R4,840 million) and Programme 5: Early Childhood Development (R195 000).
- Shifting of R93,866 million to Programme 6: Infrastructure Development for the higher than anticipated expenditure for MOD school halls and sports fields, and maintenance at public ordinary schools from Programme 1: Administration (R47,739 million), Programme 2: Public Ordinary School Education (R8,536 million), Programme 3: Independent Schools (R973 000), Programme 4: Public Special School Education (R11,982 million), Programme 5: Early Childhood Development (R14,049 million) and Programme 7: Examination and Education Related Services (R10,587 million).
- Shifting of R10,948 million to Programme 7: Examination and Education Related Services for the higher than anticipated compensation of employees, severance package pay-outs and leave gratuities, annual subscription fees and computer equipment in respect of examinations from Programme 2: Public Ordinary School Education (R526 000), Programme 4: Public Special School Education (R7,215 million), Programme 5: Early Childhood Development (R2,050 million) and Programme 6: Infrastructure Development (R1,157 million).

Appropriation Statement for the year ended 31 March 2020

Economic classification	Appropriation per economic classification							2018/19	
	2019/20			Final Appropriation R'000	Actual Expenditure R'000	Variance R'000	Expenditure as % of final appropriation %	Final Appropriation R'000	Actual Expenditure R'000
	Adjusted Appropriation R'000	Shifting of Funds R'000	Virement R'000						
Current payments	20 267 745	(71 788)	(46 340)	20 149 617	19 952 888	196 729	99.0%	18 693 509	18 675 616
Compensation of employees	17 689 799	(64 027)	(137)	17 625 635	17 474 935	150 700	99.1%	16 353 149	16 352 318
Salaries and wages	15 422 618	(18 433)	14 957	15 419 142	15 309 682	109 460	99.3%	14 312 500	14 311 669
Social contributions	2 267 181	(45 594)	(15 094)	2 206 493	2 165 253	41 240	98.1%	2 040 649	2 040 649
Goods and services	2 577 946	(7 761)	(46 203)	2 523 982	2 477 953	46 029	98.2%	2 340 360	2 323 298
Administrative fees	634	(83)	-	551	551	-	100.0%	402	402
Advertising	11 077	1 791	(1 917)	10 951	10 951	-	100.0%	7 266	7 266
Minor assets	5 251	(1 134)	410	4 527	4 527	-	100.0%	3 607	3 607
Audit costs: External	16 529	-	(2 958)	13 571	13 571	-	100.0%	13 512	11 927
Bursaries: Employees	3 415	(133)	-	3 282	3 282	-	100.0%	1 073	1073
Catering: Departmental activities	16 858	(3 028)	(5)	13 825	12 065	1 760	87.3%	13 352	13 352
Communication (G&S)	10 952	(837)	(3 155)	6 960	6 960	-	100.0%	7 654	7 654
Computer services	30 168	(1 785)	(5 247)	23 136	23 136	-	100.0%	19 169	19 169
Consultants: Business and advisory services	53 533	4 348	-	57 881	57 881	-	100.0%	43 131	43 131
Infrastructure and planning services	107 272	-	13 877	121 149	121 149	-	100.0%	112 843	112 843
Legal services	8 111	-	(2 778)	5 333	5 333	-	100.0%	6 266	6 266
Contractors	16 102	(615)	(2 126)	13 361	13 361	-	100.0%	11 031	11 031
Agency and support / outsourced services	465 779	5 368	(3 909)	467 238	453 486	13 752	97.1%	442 343	440 641
Entertainment	203	(160)	-	43	43	-	100.0%	34	34
Fleet services (including government motor transport)	26 078	8 264	(4 150)	30 192	30 192	-	100.0%	30 221	27 285
Inventory: Learner and teacher support material	187 064	(7 178)	(13 092)	166 794	163 863	2 931	98.2%	142 802	142 117
Inventory: Materials and supplies	746	(476)	-	270	270	-	100.0%	126	126
Inventory: Other supplies	387 814	(19 818)	(1 383)	366 613	341 222	25 391	93.1%	405 780	401 347
Consumable supplies	6 341	785	-	7 126	7 126	-	100.0%	5 008	5 008
Consumable: Stationery printing and office supplies	24 152	421	(4 062)	20 511	20 511	-	100.0%	19 716	19 716
Operating leases	78 733	(2 620)	-	76 113	76 113	-	100.0%	68 772	68 772
Property payments	655 731	20 004	2 295	678 030	678 030	-	100.0%	569 011	563 290
Transport provided: Departmental activity	343 801	(9 935)	(11 145)	322 721	322 721	-	100.0%	307 770	307 770
Travel and subsistence	43 792	2 133	(2 810)	43 115	40 920	2 195	94.9%	39 568	39 568
Training and development	27 227	(4 556)	(4 048)	18 623	18 623	-	100.0%	21 881	21 881
Operating payments	43 127	2 409	-	45 536	45 536	-	100.0%	40 239	40 239
Venues and facilities	6 806	(741)	-	6 065	6 065	-	100.0%	7 421	7 421
Rental and hiring	650	(185)	-	465	465	-	100.0%	362	362
Transfers and subsidies	2 271 902	91 488	12 850	2 376 240	2 376 240	-	100.0%	2 260 554	2 260 554
Departmental agencies and accounts	9 937	1	-	9 938	9 938	-	100.0%	9 410	9 410
Departmental agencies (non-business entities)	9 937	1	-	9 938	9 938	-	100.0%	9 410	9 410
Non-profit institutions	2 151 848	93 344	12 740	2 257 932	2 257 932	-	100.0%	2 152 440	2 152 440
Households	110 117	(1 857)	110	108 370	108 370	-	100.0%	98 704	98 704
Social benefits	107 649	(1 398)	305	106 556	106 556	-	100.0%	87 913	87 913
Other transfers to households	2 468	(459)	(195)	1 814	1 814	-	100.0%	10 791	10 791
Payments for capital assets	1 104 331	(16 529)	33 490	1 121 292	1 114 387	6 905	99.4%	1 188 411	1 168 958
Buildings and other fixed structures	1 047 739	(12 332)	34 663	1 070 070	1 063 165	6 905	99.4%	1 143 373	1 123 920
Buildings	471 794	76 622	33 620	582 036	582 036	-	100.0%	575 568	575 568
Other fixed structures	575 945	(88 954)	1 043	488 034	481 129	6 905	98.6%	567 805	548 352
Machinery and equipment	53 887	(4 099)	482	50 270	50 270	-	100.0%	43 863	43 863
Transport equipment	27 481	6 648	2 291	36 420	36 420	-	100.0%	30 801	30 801
Other machinery and equipment	26 406	(10 747)	(1 809)	13 850	13 850	-	100.0%	13 062	13 062
Software and other intangible assets	2 705	(98)	(1 655)	952	952	-	100.0%	1 175	1 175
Payment for financial assets	6 045	(3 171)	-	2 874	2 874	-	100.0%	7 306	7 306
Total	23 650 023	-	-	23 650 023	23 446 389	203 634	99.1%	22 149 780	22 112 434

**Appropriation Statement
for the year ended 31 March 2020**

Programme 1: Administration									
Sub programme	2019/20							2018/19	
	Adjusted Appropriation R'000	Shifting of Funds R'000	Virement R'000	Final Appropriation R'000	Actual Expenditure R'000	Variance R'000	Expenditure as % of final appropriation %	Final Appropriation R'000	Actual Expenditure R'000
1. Office of the MEC	8 160	(610)	1 130	8 680	8 680	-	100.0%	7 062	7 062
2. Corporate Services	346 417	(693)	(15 427)	330 297	330 297	-	100.0%	317 717	311 494
3. Education Management	1 283 756	6 366	(17 277)	1 272 845	1 268 824	4 021	99.7%	1 222 528	1 222 528
4. Human Resource Development	4 136	(192)	-	3 944	3 944	-	100.0%	2 143	2 143
5. Education Management Information System (EMIS)	24 098	(4 871)	-	19 227	19 227	-	100.0%	13 675	13 675
Total	1 666 567	-	(31 574)	1 634 993	1 630 972	4 021	99.8%	1 563 125	1 556 902

Appropriation Statement for the year ended 31 March 2020

Economic classification	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual Expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	1 561 671	6 473	(31 538)	1 536 606	1 532 585	4 021	99.7%	1 461 126	1 454 903
Compensation of employees	970 001	-	16 201	986 202	986 136	66	100.0%	906 168	906 168
Salaries and wages	830 480	-	21 908	852 388	852 322	66	100.0%	784 540	784 540
Social contributions	139 521	-	(5 707)	133 814	133 814	-	100.0%	121 628	121 628
Goods and services	591 670	6 473	(47 739)	550 404	546 449	3 955	99.3%	554 958	548 735
Administrative fees	538	(45)	-	493	493	-	100.0%	378	378
Advertising	10 960	1 679	(1 914)	10 725	10 725	-	100.0%	7 015	7 015
Minor assets	4 795	(825)	(1 361)	2 609	2 609	-	100.0%	3 338	3 338
Audit costs: External	16 529	-	(2 958)	13 571	13 571	-	100.0%	13 512	11 927
Bursaries: Employees	1 301	(82)	-	1 219	1 219	-	100.0%	784	784
Catering: Departmental activities	6 514	(363)	(5)	6 146	4 386	1 760	71.4%	3 510	3 510
Communication (G&S)	10 247	(910)	(3 155)	6 182	6 182	-	100.0%	6 945	6 945
Computer services	30 163	(2 316)	(5 750)	22 097	22 097	-	100.0%	19 158	19 158
Consultants: Business and advisory services	53 018	1 804	-	54 822	54 822	-	100.0%	42 953	42 953
Legal services	8 111	-	(2 778)	5 333	5 333	-	100.0%	6 264	6 264
Contractors	14 269	(249)	(2 130)	11 890	11 890	-	100.0%	10 010	10 010
Agency and support / outsourced services	48 301	5 866	(3 760)	50 407	50 407	-	100.0%	39 141	37 439
Entertainment	201	(159)	-	42	42	-	100.0%	34	34
Fleet services (including government motor transport)	17 235	2 803	(4 150)	15 888	15 888	-	100.0%	17 546	14 610
Inventory: Learner and teacher support material	2 387	267	(2 255)	399	399	-	100.0%	2 589	2 589
Inventory: Materials and supplies	455	(455)	-	-	-	-	-	94	94
Inventory: Other supplies	275 256	2 690	-	277 946	277 946	-	100.0%	311 940	311 940
Consumable supplies	3 124	1 427	-	4 537	4 537	-	100.0%	2 884	2 884
Consumable: Stationery printing and office supplies	13 275	(378)	(4 062)	8 835	8 835	-	100.0%	10 628	10 628
Operating leases	3 691	(1 007)	-	2 684	2 684	-	100.0%	3 408	3 408
Property payments	29 760	(12)	(8 236)	21 512	21 512	-	100.0%	23 860	23 860
Transport provided: Departmental activity	2 235	(1 499)	-	736	736	-	100.0%	668	668
Travel and subsistence	21 941	(736)	(2 799)	18 406	16 211	2 195	88.1%	16 616	16 616
Training and development	7 505	(682)	(2 426)	4 397	4 397	-	100.0%	2 632	2 632
Operating payments	6 652	1 087	-	7 739	7 739	-	100.0%	4 352	4 352
Venues and facilities	3 038	(1 469)	-	1 569	1 569	-	100.0%	4 470	4 470
Rental and hiring	169	51	-	220	220	-	100.0%	229	229
Transfers and subsidies	57 197	(3 708)	-	53 489	53 489	-	100.0%	58 993	58 993
Departmental agencies and accounts	7	2	-	9	9	-	100.0%	8	8
Departmental agencies (non-business entities)	7	2	-	9	9	-	100.0%	8	8
Non-profit institutions	43 554	(1 950)	-	41 604	41 604	-	100.0%	40 696	40 696
Households	13 636	(1 760)	-	11 876	11 876	-	100.0%	18 289	18 289
Social benefits	12 244	(2 040)	-	10 204	10 204	-	100.0%	7 726	7 726
Other transfers to households	1 392	280	-	1 672	1 672	-	100.0%	10 563	10 563
Payments for capital assets	41 654	406	-	42 060	42 060	-	100.0%	35 700	35 700
Machinery and equipment	40 803	459	-	41 262	41 262	-	100.0%	34 525	34 525
Transport equipment	22 594	6 822	-	29 416	29 416	-	100.0%	24 179	24 179
Other machinery and equipment	18 209	(6 363)	-	11 846	11 846	-	100.0%	10 346	10 346
Software and other intangible assets	851	(53)	-	798	798	-	100.0%	1 175	1 175
Payment for financial assets	6 045	(3 171)	(36)	2 838	2 838	-	100.0%	7 306	7 306
Total	1 666 567	-	(31 574)	1 634 993	1 630 972	4 021	99.8%	1 563 125	1 556 902

**Appropriation Statement
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Subprogramme: 1.1: Office of the MEC									
	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual Expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	7 701	(553)	1 130	7 684	7 684	-	100.0%	6 744	6 744
Compensation of employees	5 574	-	1 130	6 704	6 704	-	100.0%	5 757	5 757
Goods and services	1 533	(553)	-	980	980	-	100.0%	987	987
Transfers and subsidies	637	30	-	667	667	-	100.0%	5	5
Non-profit institutions	-	-	-	-	-	-	-	-	-
Households	637	30	-	667	667	-	100.0%	5	5
Payments for capital assets	416	(90)	-	326	326	-	100.0%	313	313
Machinery and equipment	416	(90)	-	326	326	-	100.0%	313	313
Total	8 160	(610)	1 130	8 680	8 680	-	100.0%	7 062	7 062

Subprogramme: 1.2: Corporate Services									
	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual Expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	331 159	(651)	(15 391)	315 117	315 117	-	100.0%	292 021	285 798
Compensation of employees	259 959	-	6 411	266 370	266 370	-	100.0%	239 428	239 428
Goods and services	71 200	(651)	(21 802)	48 747	48 747	-	100.0%	52 593	46 370
Transfers and subsidies	3 729	46	-	3 775	3 775	-	100.01%	12 341	12 341
Departmental agencies and accounts	1	-	-	1	1	-	100.0%	1	1
Non-profit institutions	-	-	-	-	-	-	-	27	27
Households	3 728	46	-	3 774	3 774	-	100.0%	12 313	12 313
Payments for capital assets	5 484	3 116	-	8 600	8 600	-	100.0%	6 049	6 049
Machinery and equipment	4 633	3 169	-	7 802	7 802	-	100.0%	4 874	4 874
Software and other intangible assets	851	(53)	-	798	798	-	100.0%	1 175	1 175
Payment for financial assets	6 045	(3 204)	(36)	2 805	2 805	-	100.0%	7 306	7 306
Total	346 417	(693)	(15 427)	330 297	330 297	-	100.0%	317 717	311 494

Subprogramme: 1.3: Education Management									
	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual Expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	1 203 928	9 879	(17 277)	1 196 530	1 192 509	4 201	99.7%	1 151 555	1 151 555
Compensation of employees	704 468	-	8 660	713 128	713 062	66	100.0%	660 983	660 983
Goods and services	499 460	9 879	(25 937)	483 402	479 447	3 955	99.2%	490 572	490 572
Transfers and subsidies	46 383	(2 362)	-	44 021	44 021	-	100.0%	41 747	41 747
Departmental agencies and accounts	6	2	-	8	8	-	100.0%	7	7
Non-profit institutions	37 106	(528)	-	36 578	36 578	-	100.0%	35 769	35 769
Households	9 271	(1 836)	-	7 435	7 435	-	100.0%	5 971	5 971
Payments for capital assets	33 445	(1 181)	-	32 264	32 264	-	100.0%	29 226	29 226
Machinery and equipment	33 445	(1 181)	-	32 264	32 264	-	100.0%	29 226	29 226
Total	1 283 756	6 366	(17 277)	1 272 845	1 268 824	4 021	99.7%	1 222 528	1 222 528

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Subprogramme: 1.4: Human Resource Development									
	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual Expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	4 136	(273)	-	3 863	3 863	-	100.0%	2 143	2 143
Goods and services	4 136	(273)	-	3 863	3 863	-	100.0%	2 143	2 143
Transfers and subsidies	-	81	-	81	81	-	100.0%	-	-
Non-profit institutions	-	81	-	81	81	-	100.0%	-	-
Total	4 136	(192)	-	3 944	3 944	-	100.0%	2 143	2 143

Subprogramme: 1.5: Education Management Information System (EMIS)									
	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual Expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	15 341	(1 929)	-	13 412	13 412	-	100.0%	8 663	8 663
Goods and services	15 341	(1 929)	-	13 412	13 412	-	100.0%	8 663	8 663
Transfers and subsidies	6 448	(1 503)	-	4 945	4 945	-	100.0%	4 900	4 900
Non-profit institutions	6 448	(1 503)	-	4 945	4 945	-	100.0%	4 900	4 900
Machinery and equipment	2 309	(1 439)	-	870	870	-	100.0%	112	112
Total	24 098	(4 871)	-	19 227	19 227	-	100.0%	13 675	13 675

**Appropriation Statement
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Programme 2: Public Ordinary School Education									
Sub programme	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual Expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
1. Public Primary Level	10 538 278	305 763	(4 584)	10 839 457	10 829 487	9 970	99.9%	10 070 472	10 068 940
2. Public Secondary Level	6 594 145	(299 418)	(7 521)	6 287 206	6 128 484	158 722	97.5%	5 790 389	5 790 389
3. Human Resource Development	105 515	(6 347)	(3 912)	95 256	95 256	-	100.0%	85 619	85 619
4. Conditional Grants	432 087	2	41	432 130	413 074	19 056	95.6%	405 717	402 816
Total	17 670 025	-	(15 976)	17 654 049	17 466 031	187 748	98.9%	16 352 197	16 347 764

Economic classification	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual Expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	16 334 560	(92 374)	(9 896)	16 232 290	16 044 542	187 748	98.8%	15 051 631	15 047 198
Compensation of employees	15 192 605	(58 336)	(2 115)	15 132 154	14 983 549	148 605	99.0%	14 030 845	14 030 845
Salaries and wages	13 235 182	(4 150)	(2 115)	13 228 917	13 121 552	107 365	99.2%	12 270 356	12 270 356
Social contributions	1 957 423	(54 186)	-	1 903 237	1 861 997	41 240	97.8%	1 760 489	1 760 489
Goods and services	1 141 955	(34 038)	(7 781)	1 100 136	1 060 993	39 143	96.4%	1 020 786	1 016 353
Administrative fees	96	(47)	-	49	49	-	100.0%	-	-
Advertising	108	102	-	210	210	-	100.0%	137	137
Minor assets	389	(312)	-	77	77	-	100.0%	172	172
Bursaries: Employees	2 114	(51)	-	2 063	2 063	-	100.0%	289	289
Catering: Departmental activities	6 072	(733)	-	5 339	5 339	-	100.0%	5 705	5 705
Communication (G&S)	222	10	-	232	232	-	100.0%	211	211
Computer services	3	1	-	4	4	-	100.0%	5	5
Consultants: Business and advisory services	166	2 347	-	2 513	2 513	-	100.0%	178	178
Contractors	651	(76)	-	575	575	-	100.0%	204	204
Agency and support / outsourced services	377 039	1 931	-	378 970	365 218	13 752	96.4%	366 922	366 922
Fleet services (including government motor transport)	621	517	-	1 138	1 138	-	100.0%	908	908
Inventory: Learner and teacher support material	172 985	(5 528)	(5 837)	161 620	161 620	-	100.0%	134 709	134 709
Inventory: Materials and supplies	278	(27)	-	251	251	-	100.0%	32	32
Inventory: Other supplies	93 053	(22 448)	-	70 605	45 214	25 391	64.0%	64 957	60 524
Consumable supplies	2 940	(613)	-	2 327	2 327	-	100.0%	1 839	1 839
Consumable: Stationery printing and office supplies	2 179	(149)	-	2 030	2 030	-	100.0%	2 044	2 044
Operating leases	44 194	(5 416)	-	38 778	38 778	-	100.0%	37 194	37 194
Property payments	87 345	1 894	(1 944)	87 295	87 295	-	100.0%	81 595	81 595
Transport provided: Departmental activity	325 335	(8 436)	-	316 899	316 899	-	100.0%	301 055	301 055
Travel and subsistence	10 057	857	-	10 914	10 914	-	100.0%	10 004	10 004
Training and development	11 638	431	-	12 069	12 069	-	100.0%	9 275	9 275
Operating payments	1 299	2 438	-	3 737	3 737	-	100.0%	775	775
Venues and facilities	2 857	(481)	-	2 376	2 376	-	100.0%	2 518	2 518
Rental and hiring	314	(249)	-	65	65	-	100.0%	58	58
Transfers and subsidies	1 329 321	93 148	(2 459)	1 420 010	1 420 010	-	100.0%	1 297 725	1 297 725
Departmental agencies and accounts	2	-	-	2	2	-	100.0%	2	2
Departmental agencies (non-business entities)	2	-	-	2	2	-	100.0%	2	2
Non-profit institutions	1 237 929	93 317	41	1 331 287	1 331 287	-	100.0%	1 225 460	1 225 460
Households	91 390	(169)	(2 500)	88 721	88 721	-	100.0%	72 263	72 263
Social benefits	90 314	570	(2 209)	88 675	88 675	-	100.0%	72 035	72 035
Other transfers to households	1 076	(739)	(291)	46	46	-	100.0%	228	228
Payments for capital assets	6 144	(774)	(3 621)	1 749	1 749	-	100.0%	2 841	2 841
Machinery and equipment	4 290	(729)	(1 966)	1 595	1 595	-	100.0%	2 841	2 841
Transport equipment	1 103	(174)	-	929	929	-	100.0%	928	928
Other machinery and equipment	3 187	(555)	(1 966)	666	666	-	100.0%	1 913	1 913
Software and other intangible assets	1 854	(45)	(1 655)	154	154	-	100.0%	-	-
Total	17 670 025	-	(15 976)	17 654 049	17 466 301	187 748	98.9%	16 352 197	16 347 764

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Subprogramme: 2.1: Public Primary Level									
	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual Expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	9 747 011	178 520	(2 375)	9 923 156	9 913 186	9 970	99.9%	9 264 942	9 263 410
Compensation of employees	9 308 889	202 274	-	9 511 163	9 511 163	-	100.0%	8 882 808	8 882 808
Goods and services	438 122	(23 754)	(2 375)	411 993	402 023	9 970	97.6%	382 134	380 602
Transfers and subsidies	791 267	127 243	(2 209)	916 301	916 301	-	100.0%	805 530	805 530
Non-profit institutions	738 189	127 228	-	865 417	865 417	-	100.0%	762 917	762 917
Households	53 078	15	(2 209)	50 884	50 884	-	100.0%	42 613	42 613
Total	10 538 278	305 763	(4 584)	10 839 457	10 829 487	9 970	99.9%	10 070 472	10 068 940

Subprogramme: 2.2: Public Secondary Level									
	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual Expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	6 139 766	(265 696)	(7 521)	5 866 549	5 707 827	158 722	97.3%	5 384 069	5 384 069
Compensation of employees	5 834 081	(256 931)	(2 115)	5 575 035	5 426 497	148 538	97.3%	5 105 225	5 105 225
Goods and services	305 685	(8 765)	(5 406)	291 514	281 330	10 184	96.5%	278 844	278 844
Transfers and subsidies	454 379	(33 722)	-	420 657	420 657	-	100.0%	406 320	406 320
Non-profit institutions	417 313	(34 493)	-	382 820	382 820	-	100.0%	376 698	376 698
Households	37 066	771	-	37 837	37 837	-	100.0%	29 622	29 622
Total	6 594 145	(299 418)	(7 521)	6 287 206	6 128 484	158 722	97.5%	5 790 389	5 790 389

Subprogramme: 2.3: Human Resource Development									
	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual Expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	87 652	(4 626)	-	83 026	83 026	-	100.0%	68 890	68 890
Compensation of employees	37 696	(4 923)	-	32 773	32 773	-	100.0%	30 489	30 489
Goods and services	49 956	297	-	50 253	50 253	-	100.0%	38 401	38 401
Transfers and subsidies	13 306	(1 721)	(291)	11 294	11 294	-	100.0%	14 737	14 737
Departmental agencies and accounts	2	-	-	2	2	-	100.0%	2	2
Non-profit institutions	12 228	(936)	-	11 292	11 292	-	100.0%	14 707	14 707
Households	1 076	(785)	(291)	-	-	-	-	28	28
Payments for capital assets	4 557	-	3 621	936	936	-	100.0%	1 992	1 992
Machinery and equipment	2 703	45	(1 966)	782	782	-	100.0%	1 992	1 992
Software and other intangible assets	1 854	(45)	(1 665)	154	154	-	100.0%	-	-
Total	105 515	(6 347)	(3 912)	95 256	95 256	-	100.0%	85 619	85 619

Subprogramme: 2.4: Conditional Grants									
	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual Expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	360 131	(572)	-	359 559	340 503	19 056	94.7%	333 730	330 829
Compensation of employees	11 939	1 244	-	13 183	13 116	67	99.5%	12 323	12 323
Goods and services	348 192	(1 816)	-	346 376	327 387	18 989	94.5%	321 407	318 506
Transfers and subsidies	70 369	1 348	41	71 758	71 758	-	100.0%	71 138	71 138
Non-profit institutions	70 199	1 518	41	71 758	71 758	-	100.0%	71 138	71 138
Households	170	(170)	-	-	-	-	-	-	-
Payments for capital assets	1 587	(774)	-	813	813	-	100.0%	849	849
Machinery and equipment	1 587	(774)	-	813	813	-	100.0%	849	849
Total	432 087	2	41	432 130	413 074	19 056	95.6%	405 717	402 816

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Programme 3: Independent School Subsidies									
Subprogramme	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual Expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
1. Primary Level	65 910	4 555	-	70 465	70 465	-	100.0%	65 629	65 629
2. Secondary Level	53 600	(4 555)	(973)	48 072	48 072	-	100.0%	47 550	47 550
Total	119 510	-	(973)	118 537	118 537	-	100.0%	113 179	113 179

Economic classification	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual Expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Transfers and subsidies	119 510	-	(973)	118 537	118 537	-	100.0%	113 179	113 179
Non-profit institutions	119 510	-	(973)	118 537	118 537	-	100.0%	113 179	113 179
Total	119 510	-	(973)	118 537	118 537	-	100.0%	113 179	113 179

Subprogramme: 3.1: Primary Level

Economic classification	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual Expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Transfers and subsidies	65 910	4 555	-	70 465	70 465	-	100.0%	65 629	65 629
Non-profit institutions	65 910	4 555	-	70 465	70 465	-	100.0%	65 629	65 629
Total	65 910	4 555	-	70 465	70 465	-	100.0%	65 629	65 629

Subprogramme: 3.2: Secondary Level

Economic classification	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual Expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Transfers and subsidies	53 600	(4 555)	(973)	48 072	48 072	-	100.0%	47 550	47 550
Non-profit institutions	53 600	(4 555)	(973)	48 072	48 072	-	100.0%	47 550	47 550
Total	53 600	(4 555)	(973)	48 072	48 072	-	100.0%	47 550	47 550

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Programme 4: Public Special School Education									
Subprogramme	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual Expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
1. Schools	1 318 402	1	(28 212)	1 290 191	1 290 191	-	100.0%	1 232 774	1 232 774
2. Human Resource Development	1	(1)	-	-	-	-	-	-	-
3. Conditional Grant	26 883	-	-	26 883	23 952	2 931	89.1%	26 206	25 521
Total	1 345 286	-	(28 212)	1 317 074	1 314 143	2 931	99.8%	1 258 980	1 258 295

Economic classification	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual Expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	1 160 252	(2 396)	(33 283)	1 124 573	1 121 642	2 931	99.7%	1 071 008	1 070 323
Compensation of employees	1 103 242	(1 040)	(21 301)	1 080 901	1 080 901	-	100.0%	1 025 772	1 025 772
Salaries and wages	951 265	(1 600)	(3 904)	945 761	945 761	-	100.0%	899 816	899 816
Social contributions	151 977	560	(17 397)	135 140	135 140	-	100.0%	125 956	125 956
Goods and services	57 010	(1 356)	(11 982)	43 672	40 741	2 931	93.3%	45 236	44 551
Administrative fees	-	9	-	9	9	-	100.0%	-	-
Advertising	-	-	-	-	-	-	-	107	107
Minor assets	-	3	-	3	3	-	100.0%	21	21
Catering: Departmental activities	132	143	-	275	275	-	100.0%	99	99
Fleet services (including government motor transport)	6 910	5 008	-	11 918	11 918	-	100.0%	10 736	10 736
Inventory: Learner and teacher support material	6 692	(2 219)	-	4 473	1 542	2 931	34.5%	3 843	3 158
Inventory: Materials and supplies	-	6	-	6	6	-	100.0%	-	-
Inventory: Other supplies	4 583	(2 995)	(1 330)	258	258	-	100.0%	491	491
Consumable supplies	273	(172)	-	101	101	-	100.0%	215	215
Consumable: Stationery printing and office supplies	100	(96)	-	4	4	-	100.0%	22	22
Operating leases	21 884	2 048	-	23 932	23 932	-	100.0%	23 183	23 183
Property payments	-	106	-	106	106	-	100.0%	1 304	1 304
Transport provided: Department activity	10 652	-	(10 652)	-	-	-	-	-	-
Travel and subsistence	569	106	-	675	675	-	100.0%	979	979
Training and development	5 117	(3 835)	-	1 282	1 282	-	100.0%	4 119	4 119
Operating payments	78	195	-	273	273	-	100.0%	-	-
Venues and facilities	20	337	-	357	357	-	100.0%	117	117
Transfers and subsidies	181 240	2 406	2 694	186 340	186 340	-	100.0%	182 236	182 236
Non-profit institutions	178 320	2 406	-	180 726	180 726	-	100.0%	177 403	177 403
Households	2 920	-	2 694	5 614	5 614	-	100.0%	4 833	4 833
Social benefits	2 920	-	2 598	5 518	5 518	-	100.0%	4 833	4 833
Other transfers to households	-	-	96	96	96	-	100.0%	-	-
Payments for capital assets	3 794	(10)	2 341	6 125	6 125	-	100.0%	5 736	5 736
Machinery and equipment	3 794	(10)	2 341	6 125	6 125	-	100.0%	5 736	5 736
Transport equipment	3 784	-	2 291	6 075	6 075	-	100.0%	5 717	5 717
Other machinery and equipment	10	(10)	50	50	50	-	100.0%	19	19
Payment for financial assets	-	-	36	36	36	-	100.0%	-	-
Total	1 345 286	-	(28 212)	1 317 074	1 314 143	2 931	99.8%	1 258 980	1 258 295

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Subprogramme: 4.1: Schools									
	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual Expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	1 138 713	(664)	(33 283)	1 104 766	1 104 766	-	100.0%	1 053 899	1 053 899
Compensation of employees	1 086 913	-	(21 301)	1 065 612	1 065 612	-	100.0%	1 012 958	1 012 958
Goods and services	51 800	(664)	(11 982)	39 154	39 154	-	100.0%	40 941	40 941
Transfers and subsidies	175 905	665	2 694	179 264	179 264	-	100.0%	173 156	173 156
Non-profit institutions	172 985	665	-	173 650	173 650	-	100.0%	168 323	168 323
Households	2 920	-	2 694	5 614	5 614	-	100.0%	4 833	4 833
Payments for capital assets	3 784	-	2 341	6 125	6 125	-	100.0%	5 719	5 719
Machinery and equipment	3 784	-	2 341	6 125	6 125	-	100.0%	5 719	5 719
Payment for financial assets	-	-	36	36	36	-	100.0%	-	-
Total	1 318 402	1	(28 212)	1 290 191	1 290 191	-	100.0%	1 232 774	1 232 774

Subprogramme: 4.2: Human Resource Development									
	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual Expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Transfers and subsidies	1	(1)	-	-	-	-	-	-	-
Non-profit institutions	1	(1)	-	-	-	-	-	-	-
Total	1	(1)	-	-	-	-	-	-	-

Subprogramme: 4.3: Conditional Grant									
	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual Expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	21 539	(1 732)	-	19 807	16 876	2 931	85.2%	17 109	16 424
Compensation of employees	16 329	(1 040)	-	15 289	15 289	-	100.0%	12 814	12 814
Goods and services	5 210	(692)	-	4 518	1 587	2 931	35.1%	4 295	3 610
Transfers and subsidies	5 334	1 742	-	7 076	7 076	-	100.0%	9 080	9 080
Non-profit institutions	5 334	1 742	-	7 076	7 076	-	100.0%	9 080	9 080
Payments for capital assets	10	(10)	-	-	-	-	-	17	17
Machinery and equipment	10	(10)	-	-	-	-	-	17	17
Total	26 883	-	-	26 883	23 952	2 931	89.1%	26 206	25 521

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Programme 5: Early Childhood Development									
Subprogramme	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual Expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
1. Grade R in Public Schools	415 747	1	(8 681)	407 067	407 067	-	100.0%	393 149	393 149
2. Grade R in Early Childhood Development Centres	84 057	-	(662)	83 395	83 395	-	100.0%	74 789	74 789
3. Pre-Grade R Training	99 315	-	(6 951)	92 364	92 364	-	100.0%	86 569	86 569
4. Human Resource Development	1	(1)	-	-	-	-	-	-	-
5. Conditional Grants	7 533	-	(41)	7 492	7 492	-	100.0%	14 848	14 848
Total	606 653	-	(16 335)	590 318	590 318	-	100.0%	569 355	569 355

Economic classification	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual Expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	108 258	1	(8 179)	100 080	100 080	-	100.0%	105 088	105 088
Compensation of employees	56 222	-	(848)	55 374	55 374	-	100.0%	57 815	57 815
Salaries and wages	47 564	-	225	47 789	47 789	-	100.0%	49 893	49 893
Social contributions	8 658	-	(1 073)	7 585	7 585	-	100.0%	7 922	7 922
Goods and services	52 036	1	(7 331)	44 706	44 706	-	100.0%	47 273	47 273
Advertising	2	1	(3)	-	-	-	-	2	2
Catering: Departmental activities	35	5	-	40	40	-	100.0%	108	108
Agency and support / outsourced services	37 711	(830)	(149)	36 732	36 732	-	100.0%	34 086	34 086
Inventory: Learner and teacher support material	5 000	-	(5 000)	-	-	-	-	1 661	1 661
Inventory: Other supplies	658	-	(53)	605	605	-	100.0%	527	527
Consumable supplies	3	122	-	125	125	-	100.0%	-	-
Transport provided: Departmental activity	5 579	-	(493)	5 086	5 086	-	100.0%	6 017	6 017
Travel and subsistence	80	23	(11)	92	92	-	100.0%	16	16
Training and development	2 077	-	(1 622)	455	455	-	100.0%	4 643	4 643
Venues and facilities	891	680	-	1 571	1 571	-	100.0%	213	213
Transfers and subsidies	498 395	(1)	(8 156)	490 238	490 238	-	100.0%	464 267	464 267
Non-profit institutions	496 323	(1)	(6 733)	489 589	489 589	-	100.0%	463 536	463 536
Households	2 072	-	(1 423)	649	649	-	100.0%	731	731
Social benefits	2 072	-	(1 423)	649	649	-	100.0%	731	731
Total	606 653	-	(16 335)	590 318	590 318	-	100.0%	569 355	569 355

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Subprogramme: 5.1: Grade R in Public Schools									
	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual Expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	66 286	1	(6 382)	59 905	59 905	-	100.0%	65 043	65 043
Compensation of employees	54 987	-	(822)	54 165	54 165	-	100.0%	56 725	56 725
Goods and services	11 299	1	(5 560)	5 740	5 740	-	100.0%	8 318	8 318
Transfers and subsidies	349 461	-	(2 299)	347 162	347 162	-	100.0%	328 106	328 106
Non-profit institutions	347 389	-	(876)	346 513	346 513	-	100.0%	327 375	327 375
Households	2 072	-	(1 423)	649	649	-	100.0%	731	731
Total	415 747	1	(8 681)	407 067	407 067	-	100.0%	393 149	393 149

Subprogramme: 5.2: Grade R in Early Childhood Development Centres									
	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual Expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	-	-	-	-	-	-	-	-	-
Goods and services	-	-	-	-	-	-	-	-	-
Transfers and subsidies	84 057	-	(662)	83 395	83 395	-	100.0%	74 789	74 789
Non-profit institutions	84 057	-	(662)	83 395	83 395	-	100.0%	74 789	74 789
Payments for capital assets	-	-	-	-	-	-	-	-	-
Machinery and equipment	-	-	-	-	-	-	-	-	-
Total	84 057	-	(662)	83 395	83 395	-	100.0%	74 789	74 789

Subprogramme: 5.3: Pre-Grade R Training									
	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual Expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	40 737	-	(1 771)	38 966	38 966	-	100.0%	38 955	38 955
Goods and services	40 737	-	(1 771)	38 966	38 966	-	100.0%	38 955	38 955
Transfers and subsidies	58 578	-	(5 180)	53 398	53 398	-	100.0%	47 614	47 614
Non-profit institutions	58 578	-	(5 180)	53 398	53 398	-	100.0%	47 614	47 614
Total	99 315	-	(6 951)	92 364	92 364	-	100.0%	86 569	86 569

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Subprogramme: 5.4: Human Resource Development									
	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual Expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Transfers and subsidies	1	(1)	-	-	-	-	-	-	-
Non-profit institutions	1	(1)	-	-	-	-	-	-	-
Total	1	(1)	-	-	-	-	-	-	-

Subprogramme: 5.5: Conditional Grants									
	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual Expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	1 235	-	(26)	1 206	1 206	-	100.0%	1 090	1 090
Compensation of employees	1 235	-	(26)	1 206	1 206	-	100.0%	1 090	1 090
Transfers and subsidies	6 298	-	(15)	6 283	6 283	-	100.0%	13 758	13 758
Non-profit institutions	6 298	-	(15)	6 283	6 283	-	100.0%	13 758	13 758
Total	7 533	-	(41)	7 492	7 492	-	100.0%	14 848	14 848

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Programme 6: Infrastructure Development									
Subprogramme	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual Expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
1. Administration	63 202	(29 042)	702	34 862	34 862	-	100.0%	26 670	26 670
2. Public Ordinary Schools	1 652 973	44 230	90 168	1 787 371	1 780 466	6 905	99.6%	1 776 033	1 750 859
3. Special Schools	8 673	10 993	796	20 462	20 462	-	100.0%	14 913	14 913
4. Early Childhood Development	58 500	(26 181)	1 043	33 362	33 362	-	100.0%	17 928	17 928
Total	1 783 348	-	92 709	1 876 057	1 869 152	6 905	100.0%	1 835 544	1 810 370

Economic classification	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual Expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	694 609	16 080	27 054	737 743	737 743	-	100.0%	628 897	623 176
Compensation of employees	34 361	(5 307)	(1 157)	27 897	27 897	-	100.0%	26 089	26 089
Salaries and wages	34 361	(8 778)	(1 157)	24 426	24 426	-	100.0%	22 880	22 880
Social contributions	-	3 471	-	3 471	3 471	-	100.0%	3 209	3 209
Goods and services	660 248	21 387	28 211	709 846	709 846	-	100.0%	602 808	597 087
Advertising	6	-	-	6	6	-	100.0%	-	-
Minor assets	67	-	1 771	1 838	1 838	-	100.0%	62	62
Computer services	-	-	84	84	84	-	100.0%	-	-
Consultants: Business and advisory services	349	197	-	546	546	-	100.0%	-	-
Infrastructure and planning services	107 272	-	13 877	121 149	121 149	-	100.0%	112 843	112 843
Legal services	-	-	-	-	-	-	-	2	2
Contractors	21	-	4	25	25	-	100.0%	177	177
Inventory: Material and supplies	13	-	-	13	13	-	100.0%	-	-
Inventory: Other supplies	14 264	2 935	-	17 199	17 199	-	100.0%	27 865	27 865
Consumable supplies	1	-	-	1	1	-	100.0%	11	11
Property payments	538 126	18 277	12 475	568 878	568 878	-	100.0%	461 847	456 126
Travel and subsistence	-	13	-	13	13	-	100.0%	1	1
Operating payments	129	(35)	-	94	94	-	100.0%	-	-
Transfers and subsidies	36 000	71	30 992	67 063	67 063	-	100.0%	63 274	63 274
Non-profit institutions	36 000	-	30 992	66 992	66 992	-	100.0%	63 274	63 274
Households	-	71	-	71	71	-	100.0%	-	-
Social benefits	-	71	-	71	71	-	100.0%	-	-
Payments for capital assets	1 052 739	(16 151)	34 663	1 071 251	1 064 346	6 905	99.4%	1 143 373	1 123 920
Buildings and other fixed structures	1 047 739	(12 332)	34 663	1 070 070	1 063 165	6 905	99.4%	1 143 373	1 123 920
Buildings	471 794	76 622	33 620	582 036	582 036	-	100.0%	575 568	575 568
Other fixed structures	575 945	(88 954)	1 043	488 034	481 129	6 905	100.0%	567 805	548 352
Machinery and equipment	5 000	(3 819)	-	1 181	1 181	-	100.0%	-	-
Other machinery and equipment	5 000	(3 819)	-	1 181	1 181	-	100.0%	-	-
Total	1 783 348	-	92 709	1 876 057	1 869 152	6 905	99.6%	1 835 544	1 810 370

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Subprogramme: 6.1: Administration									
	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual Expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	38 202	(5 294)	702	33 610	33 610	-	100.0%	26 395	26 395
Compensation of employees	34 361	(5 307)	(1 157)	27 897	27 897	-	100.0%	26 089	26 089
Goods and services	3 841	13	1 859	5 713	5 713	-	100.0%	306	306
Transfers and subsidies	-	71	-	71	71	-	100.0%	-	-
Households	-	71	-	71	71	-	100.0%	-	-
Payments for capital assets	25 000	(23 819)	-	1 181	1 181	-	100.0%	275	275
Buildings and other fixed structures	20 000	(20 000)	-	-	-	-	-	275	275
Machinery and equipment	5 000	(3 819)	-	1 181	1 181	-	100.0%	-	-
Total	63 202	(29 042)	702	34 862	34 862	-	100.0%	26 670	26 670

Subprogramme: 6.2: Public Ordinary Schools									
	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual Expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	656 353	21 409	25 830	703 592	703 592	-	100.0%	602 481	596 760
Goods and services	656 353	21 409	25 830	703 592	703 592	-	100.0%	602 481	596 760
Transfers and subsidies	36 000	-	30 992	66 992	66 992	-	100.0%	59 757	59 757
Non-profit institutions	36 000	-	30 992	66 992	66 992	-	100.0%	59 757	59 757
Payments for capital assets	960 620	22 821	33 346	1 016 787	1 009 882	6 905	99.3%	1 113 795	1 094 342
Buildings and other fixed structures	960 620	22 821	33 346	1 016 787	1 009 882	6 905	99.3%	1 113 795	1 094 342
Total	1 652 973	44 230	90 168	1 787 371	1 780 466	6 905	99.6%	1 776 033	1 750 859

Subprogramme: 6.3: Special Schools									
	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual Expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	54	(35)	522	541	541	-	100%	-	-
Goods and services	54	(35)	522	541	541	-	100%	-	-
Transfers and subsidies	-	-	-	-	-	-	-	3 517	3 517
Non-profit institutions	-	-	-	-	-	-	-	3 517	3 517
Payments for capital assets	8 619	11 028	274	19 921	19 921	-	100.0%	11 396	11 396
Buildings and other fixed structures	8 619	11 028	274	19 921	19 921	-	100.0%	11 396	11 396
Total	8 673	10 993	796	20 462	20 462	-	100.0%	14 913	14 913

Subprogramme: 6.4: Early Childhood Development									
	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual Expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	-	-	-	-	-	-	-	21	21
Goods and services	-	-	-	-	-	-	-	21	21
Payments for capital assets	58 500	(26 181)	1 043	33 362	33 362	-	100.0%	17 907	17 907
Buildings and other fixed structures	58 500	(26 181)	1 043	33 362	33 362	-	100.0%	17 907	17 907
Total	58 500	(26 181)	1 043	33 362	33 362	-	100.0%	17 928	17 928

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Programme 7: Examination and Education Related Services									
Subprogramme	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual Expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
1. Payments to SETA	9 927	-	-	9 927	9 927	-	100.0%	9 400	9 400
2. Professional Services	145 459	4 183	10 042	159 684	159 684	-	100.0%	146 119	146 119
3. External Examinations	242 530	(2 251)	906	241 185	241 185	-	100.0%	211 133	211 133
4. Special Projects	38 918	(2 288)	(10 587)	26 043	24 014	2 029	92.2%	67 495	66 664
5. Conditional Grant	21 800	356	-	22 156	22 156	-	100.0%	23 253	23 253
Total	458 634	-	361	458 995	456 966	2 029	99.6%	457 400	456 569

Economic classification	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual Expenditure
	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	408 395	428	9 502	418 325	416 296	2 029	99.5%	375 759	374 928
Compensation of employees	333 368	656	9 083	343 107	341 078	2 029	99.4%	306 460	305 629
Salaries and wages	323 766	(3 905)	-	319 861	317 832	2 029	99.4%	285 015	284 184
Social contributions	9 602	4 561	9 083	23 246	23 246	-	100.0%	21 445	21 445
Goods and services	75 027	(228)	419	75 218	75 218	-	100.0%	69 299	69 299
Administrative fees	-	-	-	-	-	-	-	24	24
Advertising	1	9	-	10	10	-	100.0%	5	5
Minor assets	-	-	-	-	-	-	-	14	14
Catering: Departmental activities	4 105	(2 080)	-	2 025	2 025	-	100.0%	3 930	3 930
Communication (G&S)	483	63	-	546	546	-	100.0%	498	498
Computer services	2	530	-	532	532	-	100.0%	6	6
Contractors	1 161	(290)	-	871	871	-	100.0%	640	640
Agency and support / outsourced services	2 728	(1 599)	-	1 129	1 129	-	100.0%	2 194	2 194
Entertainment	2	(1)	-	1	1	-	100.0%	-	-
Fleet services (including government motor transport)	1 312	(64)	-	1 248	1 248	-	100.0%	1 031	1 031
Inventory: Learner and teacher support material	-	302	-	302	302	-	100.0%	-	-
Inventory: Materials and supplies	-	-	-	-	-	-	-	-	-
Consumable supplies	-	35	-	35	35	-	100.0%	59	59
Consumable: Stationery printing and office supplies	8 598	1 044	-	9 642	9 642	-	100.0%	7 022	7 022
Operating leases	8 964	1 755	-	10 719	10 719	-	100.0%	4 987	4 987
Property payments	500	(261)	-	239	239	-	100.0%	405	405
Transport provided: Departmental activity	-	-	-	-	-	-	-	30	30
Travel and subsistence	11 145	1 870	-	13 015	13 015	-	100.0%	11 952	11 952
Training and development	890	(470)	-	420	420	-	100.0%	1 212	1 212
Operating payments	34 969	(1 276)	-	33 693	33 693	-	100.0%	35 112	35 112
Venues and facilities	-	192	-	192	192	-	100.0%	103	103
Rental and hiring	167	13	-	180	180	-	100.0%	75	75
Transfers and subsidies	50 239	(428)	(9 248)	40 563	40 563	-	100.0%	80 880	80 880
Departmental agencies and accounts	9 928	(1)	-	9 927	9 927	-	100.0%	9 400	9 400
Departmental agencies (non-business entities)	9 928	(1)	-	9 927	9 927	-	100.0%	9 400	9 400
Non-profit institutions	40 212	(428)	(10 587)	29 197	29 197	-	100.0%	68 892	68 892
Households	99	1	1 339	1 439	1 439	-	100.0%	2 588	2 588
Social benefits	99	1	1 339	1 439	1 439	-	100.0%	2 588	2 588
Other transfers to households	-	-	-	-	-	-	-	-	-
Payments for capital assets	-	-	107	107	107	-	100.0%	761	761
Machinery and equipment	-	-	107	107	107	-	100.0%	761	761
Transport equipment	-	-	-	-	-	-	-	(23)	(23)
Other machinery and equipment	-	-	107	107	107	-	100.0%	784	784
Total	458 634	-	361	458 995	456 966	2 029	99.6%	457 400	456 569

**Appropriation Statement
for the year ended 31 March 2020**

Subprogramme: 7.1: Payments to SETA									
	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual Expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Transfers and subsidies	9 927	-	-	9 927	9 927	-	100.0%	9 400	9 400
Departmental agencies and accounts	9 927	-	-	9 927	9 927	-	100.0%	9 400	9 400
Total	9 927	-	-	9 927	9 927	-	100.0%	9 400	9 400

Subprogramme: 7.2: Professional Services									
	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual Expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	145 459	4 183	9 083	158 725	158 725	-	100.0%	144 756	144 756
Compensation of employees	144 844	4 399	9 083	158 326	158 326	-	100.0%	144 375	144 375
Goods and services	615	(216)	-	399	399	-	100.0%	381	381
Transfers and subsidies	-	-	959	959	959	-	100.0%	994	994
Households	-	-	959	959	959	-	100.0%	1 363	1 363
Payments for capital assets	-	-	-	-	-	-	-	-	-
Machinery and equipment	-	-	-	-	-	-	-	-	-
Total	145 459	4 183	10 042	159 684	159 684	-	100.0%	146 119	146 119

Subprogramme: 7.3: External Examinations									
	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual Expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	228 371	(1 286)	419	227 504	227 504	-	100.0%	198 375	198 375
Compensation of employees	162 362	(3 629)	-	158 733	158 733	-	100.0%	143 646	143 646
Goods and services	66 009	2 343	-	68 771	68 771	-	100.0%	54 729	54 729
Transfers and subsidies	14 159	(965)	380	13 574	13 574	-	100.0%	11 974	11 974
Non-profit institutions	14 067	(967)	-	13 100	13 100	-	100.0%	10 749	10 749
Households	92	2	380	474	474	-	100.0%	1 225	1 225
Payments for capital assets	-	-	107	107	107	-	100.0%	784	784
Machinery and equipment	-	-	526	526	526	-	100.0%	784	784
Total	242 530	(2 251)	906	241 185	241 185	-	100.0%	211 133	211 133

**Appropriation Statement
for the year ended 31 March 2020**

Subprogramme: 7.4: Special Projects									
	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual Expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	15 678	(691)	-	14 987	12 958	2 029	86.5%	12 355	11 524
Compensation of employees	15 412	(771)	-	14 641	12 612	2 029	86.1%	12 349	11 518
Goods and services	266	80	-	346	346	-	100.0%	6	6
Transfers and subsidies	23 240	(1 597)	(10 587)	11 056	11 056	-	100.0%	55 140	55 140
Non-profit institutions	23 233	(1 596)	(10 587)	11 050	11 050	-	100.0%	55 140	55 140
Total	38 918	(2 288)	(10 587)	26 043	24 014	2 029	92.2%	67 495	66 664

Subprogramme: 7.5: Conditional Grant									
	2019/20							2018/19	
	Adjusted Appropriation	Shifting of Funds	Virement	Final Appropriation	Actual Expenditure	Variance	Expenditure as % of final appropriation	Final Appropriation	Actual Expenditure
Economic classification	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Current payments	18 887	(1 778)	-	17 109	17 109	-	100.0%	20 273	20 273
Compensation of employees	10 750	657	-	11 407	11 407	-	100.0%	6 090	6 090
Goods and services	8 137	(2 435)	-	5 702	5 702	-	100.0%	14 183	14 183
Transfers and subsidies	2 913	2 134	-	5 047	5 047	-	100.0%	3 003	3 003
Non-profit institutions	2 912	2 135	-	5 047	5 047	-	100.0%	3 003	3 003
Payments for capital assets	-	-	-	-	-	-	-	(23)	(23)
Machinery and equipment	-	-	-	-	-	-	-	(23)	(23)
Total	21 800	356	-	22 156	22 156	-	100.0%	23 253	23 253

**Notes to the Appropriation Statement
 for the year ended 31 March 2020**

1. Detail of transfers and subsidies as per Appropriation Act (after Virement):

Detail of these transactions can be viewed in the note on Transfers and subsidies and Annexure 1 (A-H) to the Annual Financial Statements.

2. Detail of specifically and exclusively appropriated amounts voted (after Virement):

Detail of these transactions can be viewed in note 1 (Annual Appropriation) to the Annual Financial Statements.

3. Detail on payments for financial assets

Detail of these transactions per programme can be viewed in the note on Payments for financial assets to the Annual Financial Statements.

4. Explanations of material variances from Amounts Voted (after virement):

4.1 Per programme

	Final Appropriation	Actual Expenditure	Variance	Variance as a % of Final Appropriation
Per programme:	R'000	R'000	R'000	R'000
Administration	1 634 993	1 630 972	4 021	0.2%
The under-spending can mainly be attributed to:				
<ul style="list-style-type: none"> • Goods and services <ul style="list-style-type: none"> - Due to cost containment measures 				
Public Ordinary School Education	17 654 049	17 466 301	187 748	1.1%
The under-spending can mainly be attributed to:				
<ul style="list-style-type: none"> • Compensation of employees <ul style="list-style-type: none"> - Due to vacancies and fewer temporary appointments. - Goods and services <ul style="list-style-type: none"> - Delivery of MOD furniture and equipment which could not be completed before financial year-end and for which rollovers have been requested; and - Maths, Science & Technology Grant: Deliveries of workshop equipment, consumables, tools and machinery and laboratory equipment, which could not be completed before financial year and for which rollovers have been requested. - National School Nutrition Programme Grant: Due to the increase in the price of milk and pilchards as a result of the contaminated products which delayed the purchasing thereof as well as the procurement of food processors, kitchen equipment and transport equipment, which could not be completed before financial year end and for which rollovers have been requested. - Goods and services <ul style="list-style-type: none"> - Delivery of MOD furniture and equipment which could not be completed before financial year-end and for which rollovers have been requested; and - Deliveries of workshop equipment, consumables, tools and machinery which could not be completed before financial year-end and for which rollovers have been requested for the Maths, Science & Technology Grant. 				

**Notes to the Appropriation Statement
for the year ended 31 March 2020**

Independent School Subsidies	118 537	118 537	-	0.0%
This programme is within budget after application of virements.				
Public Special School Education	1 317 074	1 314 143	2 931	0.2%
The under-spending can mainly be attributed to:				
<ul style="list-style-type: none"> - Goods and services <ul style="list-style-type: none"> - Learners with Profound Intellectual Disabilities Grant: Delivery and supply of Learner Training and Support Material (LTSM) toolkits and wheelchair training services to special care centres which could not be completed before financial year end and for which rollovers have been requested. 				
	Final Appropriation	Actual Expenditure	Variance	Variance as a % of Final Appropriation
Per programme:	R'000	R'000	R'000	R'000
Early Childhood Development	590 318	590 318	-	0.0%
This programme is within budget after application of virements.				
Infrastructure Development	1 876 057	1 869 152	6 905	0.4%
The under-spending can mainly be attributed to:				
<ul style="list-style-type: none"> - Buildings and other fixed structures: <ul style="list-style-type: none"> - The funding received from the National Disaster Management during the 2019/20 financial year in aid of the storm and fire disasters that occurred for the purpose of the Knysna High School hostel reconstruction project. The services of the contractors to perform the work could not be procured and delivered given the time frame and could only be committed for the 2020/21 financial year. The funds will be surrendered to Provincial Treasury. 				
Examination and Education Related Services	458 995	456 966	2 029	0.4%
The under-spending can mainly be attributed to:				
<ul style="list-style-type: none"> - Compensation of employees <ul style="list-style-type: none"> - Earmarked funding for the e-Learning Game Changer for graduate interns which will be surrendered to Provincial Treasury. 				

**Notes to the Appropriation Statement
 for the year ended 31 March 2020**

4.2 Per economic classification

	Final Appropriation	Actual Expenditure	Variance	Variance as a % of Final Appropriation
Per economic classification:	R'000	R'000	R'000	R'000
Current expenditure				
Compensation of employees	17 625 635	17 474 935	150 700	0.9%
Goods and services	2 523 982	2 477 953	46 029	1.8%
Transfers and subsidies				
Departmental agencies and accounts	9 938	9 938	-	0.0%
Non-profit institutions	2 257 932	2 257 932	-	0.0%
Households	108 370	108 370	-	0.0%
Payments for capital assets				
Buildings and other fixed structures	1 070 070	1 063 165	6 905	0.6%
Machinery and equipment	50 270	50 270	-	0.0%
Software and other intangible assets	952	952	-	0.0%
Payments for financial assets	2 874	2 874	-	0.0%

The under-spending can mainly be attributed to:

- Compensation of employees
 - Due to vacancies and fewer temporary appointments;
 - The saving is due to unspent earmarked funding for the e-Learning for graduate interns which will be paid over to Provincial Treasury.
- Goods and services
 - Due to cost containment measures
 - Delivery of MOD furniture and equipment which could not be completed before financial year end and for which rollovers have been requested; and Deliveries of workshop equipment, consumables, tools and machinery and laboratory equipment, which could not be completed before financial year and for which rollovers have been requested for the Maths, Science & Technology Grant R7,376 million.
 - Delivery and supply of learner training and support material (Toolkits), wheelchair training services, school furniture and office & furniture equipment for the CPSID teams which could not be completed before financial year end and for which rollovers have been requested for the Learners with Profound Intellectual Disabilities Grant for the committed funds of R2,820 million.
 - Due to the increase in the price of milk and pilchards as a result of the contaminated products which delayed the purchasing thereof as well as the procurement of food processors, kitchen equipment and transport equipment, which could not be completed before financial year end and for which rollovers have been requested for the National School Nutrition Programme Grant for the committed funds of R3,347 million
- Buildings and other fixed structures
 - Due to the funding received from the National Disaster Management during the 2019/20 financial year in aid of the storm and fire disasters that occurred for the purpose of the Knysna High School hostel reconstruction project. The services of the contractors to perform the work could not be procured and delivered given the time frame and could only be committed for the 2020/21 financial year. The funds will be surrendered to Provincial treasury.

**Notes to the Appropriation Statement
for the year ended 31 March 2020**

4.3 Per conditional grant

	Final Appropriation	Actual Expenditure	Variance	Variance as a % of Final Appropriation
Per conditional grant	R'000	R'000	R'000	R'000
Education Infrastructure Grant	1 134 505	1 127 600	6 905	0.6%
EPWP Integrated Grant for Provinces	2 485	2 485	-	0.0%
HIV/AIDS (Life-skills Education) Grant	21 800	21 800	-	0.0%
Maths Science & Technology Grant	37 317	28 015	9 302	24.9%
National School Nutrition Programme Grant	385 202	375 515	9 687	2.5%
Social sector EPWP Incentive Grant to Provinces	17 101	17 034	67	0.4%
Learners with Profound Intellectual Disabilities Grant	26 883	23 952	2 931	10.9%

The under-spending can mainly be attributed to:

- Education Infrastructure Grant:
 - Due to the funding received from the National Disaster Management during the 2019/20 financial year in aid of the storm and fire disasters that occurred for the purpose of the Knysna High School hostel reconstruction project. The services of the contractors to perform the work could not be procured and delivered given the time frame and could only be committed for the 2020/21 financial year. The funds will be surrendered to Provincial Treasury.
- Maths, Science and Technology Grant:
 - Due to the procurement and delivery of workshop equipment, consumables, tools and machinery and laboratory equipment, which could not be completed before financial year end and for which rollovers have been requested totalling R7,376m.
- National Schools Nutritional Programme Grant:
 - Due to the increase in the price of milk and pilchards as a result of the contaminated products which delayed the purchasing thereof as well as the procurement of food processors, kitchen equipment and transport equipment, which could not be completed before financial year end. Rollovers totalling R3,347m have been requested, with the balance surrendered to Provincial Treasury.
- Social Sector EPWP Incentive Grant to Provinces:
 - The grant has been spent in line with projections set as per business plan with a slight underspending of R67k.
- Learners with Profound Intellectual Disabilities Grant:
 - Due to the delivery and supply of Learner Training and Support Material (LTSM) toolkits and wheelchair training services to special care centres which could not be completed before financial year end and for which rollovers have been requested totalling R2,820m, with the balance surrendered to Provincial Treasury.

**Statement of Financial Performance
for the year ended 31 March 2020**

	Note	2019/20 R'000	2018/19 R'000
Revenue			
Annual appropriation	1	23 650 023	22 149 780
Departmental revenue	2	12 862	-
Total Revenue		23 662 885	22 149 780
Expenditure			
Current expenditure			
Compensation of employees	3	17 474 935	16 352 318
Goods and services	4	2 477 953	2 323 298
Total current expenditure		19 952 888	18 675 616
Transfers and subsidies			
Transfers and subsidies	6	2 376 240	2 260 554
Total transfers and subsidies		2 376 240	2 260 554
Expenditure for capital assets			
Tangible assets	7	1 113 435	1 167 783
Intangible assets	7	952	1 175
Total expenditure for capital assets		1 114 387	1 168 958
Payments for financial assets	5	2 874	7 306
Total Expenditure		23 446 389	22 112 434
Surplus for the Year		216 496	37 346
Reconciliation of Net Surplus for the year			
Voted Funds		203 634	37 346
Annual appropriation		203 634	37 346
Departmental revenue and NRF Receipts		12 862	-
Surplus for the Year		216 496	37 346

**Statement of Financial Position
as at 31 March 2020**

	Note	2019/20 R'000	2018/19 R'000
Assets			
Current Assets		199 911	23 821
Cash and cash equivalents	8	188 888	15 347
Prepayments and advances	9	44	-
Receivables	10	10 979	8 474
Non-Current Assets		49 992	48 673
Investments	11	11 548	10 796
Receivables	10	38 444	37 877
Total Assets		249 903	72 494
Liabilities			
Current Liabilities		220 651	44 033
Voted funds to be surrendered to the Revenue Fund	12	203 634	33 488
Departmental revenue and PRF Receipts to be surrendered to the Revenue Fund	13	1 175	567
Payables	14	15 842	9 978
Non-Current Liabilities			
Total Liabilities		220 651	44 033
Net Assets		29 252	28 461
Represented by:			
Capitalisation reserve		11 548	10 796
Recoverable revenue		17 704	17 665
Total		29 252	28 461

**Statement of Changes in Net Assets
 as at 31 March 2020**

	Note	2019/20 R'000	2018/19 R'000
Net Assets			
Capitalisation Reserves			
Opening balance		10 796	10 020
Transfers:			
Movement in Operational Funds		752	776
Closing balance		11 548	10 796
Recoverable revenue			
Opening balance		17 665	23 430
Transfers		39	(5 765)
Irrecoverable amounts written off	5.2	(2 501)	(5 934)
Debts raised		2 540	169
Closing balance		17 704	17 665
Total		29 252	28 461

**Cash Flow Statement
for the year ended 31 March 2020**

	Note	2019/20 R'000	2018/19 R'000
Cash Flows from Operating Activities			
Receipts		23 681 951	22 169 677
Annual appropriated funds received	1.1	23 650 023	22 145 922
Departmental revenue received	2.1 2.2 2.4	31 602	23 380
Interest received	2.3	326	375
Net (increase)/ decrease in working capital		3 315	(500 585)
Surrendered to Revenue Fund	15	(64 808)	(183 121)
Current payments		(19 952 888)	(18 675 616)
Payments for financial assets	5	(2 874)	(7 306)
Transfers and subsidies paid	6	(2 376 240)	(2 260 554)
Net cash flow available from operating activities	15	1 288 456	542 495
Cash Flows from Investing Activities			
Payments for capital assets	7	(1 114 387)	(1 168 958)
Increase in investments		(752)	(776)
Increase in non-current receivables	11	(567)	3 502
Net cash flows from investing activities		(1 115 706)	(1 166 232)
Cash Flows from Financing Activities			
Increase/ (decrease) in net assets		791	(4 989)
Net cash flows from financing activities		791	(4 989)
Net increase/ (decrease) in cash and cash equivalents		173 541	(628 726)
Cash and cash equivalents at beginning of period		15 347	644 073
Cash and cash equivalents at end of period	8 16	188 888	15 347

Accounting Policies for the year ended 31 March 2020

Summary of significant accounting policies

The financial statements have been prepared in accordance with the following policies, which have been applied consistently in all material aspects, unless otherwise indicated. Management has concluded that the financial statements present fairly the department's primary and secondary information.

The historical cost convention has been used, except where otherwise indicated. Management has used assessments and estimates in preparing the annual financial statements. These are based on the best information available at the time of preparation.

Where appropriate and meaningful, additional information has been disclosed to enhance the usefulness of the financial statements and to comply with the statutory requirements of the Public Finance Management Act (PFMA), Act 1 of 1999 (as amended by Act 29 of 1999), and the Treasury Regulations issued in terms of the PFMA and the annual Division of Revenue Act.

1. Basis of preparation

The financial statements have been prepared in accordance with the Modified Cash Standard (MCS).

2. Going concern

The financial statements have been prepared on a going concern basis.

3. Presentation currency

Amounts have been presented in the currency of the South African Rand (R) which is also the functional currency of the department.

4. Rounding

Unless otherwise stated financial figures have been rounded to the nearest one thousand Rand (R'000).

5. Foreign currency translation

Cash flows arising from foreign currency transactions are translated into South African Rands using the spot exchange rates prevailing at the date of payment/receipt.

6. Comparative information

6.1 Prior period comparative information

Prior period comparative information has been presented in the current year's financial statements. Where necessary figures included in the prior period financial statements have been reclassified to ensure that the format in which the information is presented is consistent with the format of the current year's financial statements.

6.2 Current year comparison with budget

A comparison between the approved, final budget and actual amounts for each programme and economic classification is included in the appropriation statement.

**Accounting Policies
for the year ended 31 March 2020**

7. Revenue

7.1 Appropriated funds

Appropriated funds comprise of departmental allocations as well as direct charges against the revenue fund (i.e. statutory appropriation).

Appropriated funds are recognised in the statement of financial performance on the date the appropriation becomes effective. Adjustments made in terms of the adjustments budget process are recognised in the statement of financial performance on the date the adjustments become effective.

The net amount of any appropriated funds due to/from the relevant revenue fund at the reporting date is recognised as a payable/receivable in the statement of financial position.

7.2 Departmental revenue

Departmental revenue is recognised in the statement of financial performance when received and is subsequently paid into the relevant revenue fund, unless stated otherwise.

Any amount owing to the relevant revenue fund at the reporting date is recognised as a payable in the statement of financial position.

7.3 Accrued departmental revenue

Accruals in respect of departmental revenue (excluding tax revenue) are recorded in the notes to the financial statements when:

- It is probable that the economic benefits or service potential associated with the transaction will flow to the department; and
- The amount of revenue can be measured reliably.

The accrued revenue is measured at the fair value of the consideration receivable. Accrued tax revenue (and related interest and/penalties) is measured at amounts receivable from collecting agents.

Write-offs are made according to the department's debt write-off policy.

8. Expenditure

8.1 Compensation of employees

8.1.1 Salaries and wages

Salaries and wages are recognised in the statement of financial performance on the date of payment.

8.1.2 Social contributions

Social contributions made by the department in respect of current employees are recognised in the statement of financial performance on the date of payment.

Social contributions made by the department in respect of ex-employees are classified as transfers to households in the statement of financial performance on the date of payment.

Accounting Policies for the year ended 31 March 2020

8.2 Other expenditure

Other expenditure (such as goods and services, transfers and subsidies and payments for capital assets) is recognised in the statement of financial performance on the date of payment. The expense is classified as a capital expense if the total consideration paid is more than the capitalisation threshold.

8.3 Accruals and payables not recognised

Accruals and payables not recognised are recorded in the notes to the financial statements at cost at the reporting date.

8.4 Leases

8.4.1 Operating leases

Operating lease payments made during the reporting period are recognised as current expenditure in the statement of financial performance on the date of payment.

The operating lease commitments are recorded in the notes to the financial statements.

8.4.2 Finance leases

Finance lease payments made during the reporting period are recognised as capital expenditure in the statement of financial performance on the date of payment.

The finance lease commitments are recorded in the notes to the financial statements and are not apportioned between the capital and interest portions.

Finance lease assets acquired at the end of the lease term are recorded and measured at the lower of:

- Cost, being the fair value of the asset; or
- The sum of the minimum lease payments made, including any payments made to acquire ownership at the end of the lease term, excluding interest.

9. Aid Assistance

9.1 Aid assistance received

Aid assistance received in cash is recognised in the statement of financial performance when received. In-kind aid assistance is recorded in the notes to the financial statements on the date of receipt and is measured at fair value.

Aid assistance not spent for the intended purpose and any unutilised funds from aid assistance that are required to be refunded to the donor are recognised as a payable in the statement of financial position.

9.2 Aid assistance paid

Aid assistance paid is recognised in the statement of financial performance on the date of payment. Aid assistance payments made prior to the receipt of funds are recognised as a receivable in the statement of financial position.

**Accounting Policies
for the year ended 31 March 2020**

10. Cash and cash equivalents

Cash and cash equivalents are stated at cost in the statement of financial position. Bank overdrafts are shown separately on the face of the statement of financial position as a current liability.

For the purposes of the cash flow statement, cash and cash equivalents comprise cash on hand, deposits held, other short-term highly liquid investments and bank overdrafts.

11. Prepayments and advances

Prepayments and advances are recognised in the statement of financial position when the department receives or disburses the cash.

Prepayments and advances are initially and subsequently measured at cost.

Transport and subsistence advances are paid when an official embarks on a trip away from headquarters and makes application for the estimated costs to be incurred on official duty. On the official's return, a claim for actual expenses will be submitted and offset against the advance paid. Any advances not settled by 31 March will be reflected in the Statement of Financial Position.

12. Loans and receivables

Loans and receivables are recognised in the statement of financial position at cost plus accrued interest, where interest is charged, less amounts already settled or written-off. Write-offs are made according to the department's write-off policy.

13. Investments

Investments are recognised in the statement of financial position at cost.

14. Financial assets

14.1 Financial assets (not covered elsewhere)

A financial asset is recognised initially at its cost-plus transaction costs that are directly attributable to the acquisition or issue of the financial asset.

At the reporting date, a department shall measure its financial assets at cost, less amounts already settled or written-off, except for recognised loans and receivables, which are measured at cost plus accrued interest, where interest is charged, less amounts already settled or written-off.

14.2 Impairment of financial assets

Where there is an indication of impairment of a financial asset, an estimation of the reduction in the recorded carrying value, to reflect the best estimate of the amount of the future economic benefits expected to be received from that asset, is recorded in the notes to the financial statements.

15. Payables

Payables are recognised in the statement of financial position at cost.

Accounting Policies for the year ended 31 March 2020

16. Capital Assets

16.1 Immovable capital assets

Immovable capital assets are initially recorded in the notes to the financial statements at cost. Immovable capital assets acquired through a non-exchange transaction is measured at fair value as at the date of acquisition.

Where the cost of immovable capital assets cannot be determined accurately, the immovable capital assets are measured at fair value for recording in the asset register.

Immovable capital assets are subsequently carried at cost and are not subject to depreciation or impairment.

Subsequent expenditure that is of a capital nature is added to the cost of the asset at the end of the capital project unless the immovable asset is recorded by another department in which case the completed project costs are transferred to that department.

16.2 Movable capital assets

Movable capital assets are initially recorded in the notes to the financial statements at cost. Movable capital assets acquired through a non-exchange transaction is measured at fair value as at the date of acquisition.

Where the cost of movable capital assets cannot be determined reliably, the movable capital assets are measured at fair value and where fair value cannot be determined; the movable assets are measured at R1.

All assets acquired prior to 1 April 2002 (or a later date as approved by the OAG) may be recorded at R1.

Movable capital assets are subsequently carried at cost and are not subject to depreciation or impairment.

Subsequent expenditure that is of a capital nature forms part of the cost of the existing asset when ready for use.

16.3 Intangible assets

Intangible assets are initially recorded in the notes to the financial statements at cost. Intangible assets acquired through a non-exchange transaction are measured at fair value as at the date of acquisition.

Internally generated intangible assets are recorded in the notes to the financial statements when the department commences the development phase of the project.

Where the cost of intangible assets cannot be determined reliably, the intangible capital assets are measured at fair value and where fair value cannot be determined; the intangible assets are measured at R1.

All assets acquired prior to 1 April 2002 (or a later date as approved by the OAG) may be recorded at R1.

**Accounting Policies
for the year ended 31 March 2020**

16.3 Intangible assets (continued)

Intangible assets are subsequently carried at cost and are not subject to depreciation or impairment.

Subsequent expenditure of a capital nature forms part of the cost of the existing asset when ready for use.

16.4. Project Costs: Work-in-progress

Expenditure of a capital nature is initially recognised in the statement of financial performance at cost when paid.

Amounts paid towards capital projects are separated from the amounts recognised and accumulated in work-in-progress until the underlying asset is ready for use. Once ready for use, the total accumulated payments are recorded in an asset register. Subsequent payments to complete the project are added to the capital asset in the asset register.

Where the department is not the custodian of the completed project asset, the asset is transferred to the custodian subsequent to completion.

17. Provisions and Contingents

17.1 Provisions

Provisions are recorded in the notes to the financial statements when there is a present legal or constructive obligation to forfeit economic benefits as a result of events in the past and it is probable that an outflow of resources embodying economic benefits or service potential will be required to settle the obligation and a reliable estimate of the obligation can be made. The provision is measured as the best estimate of the funds required to settle the present obligation at the reporting date.

17.2 Contingent liabilities

Contingent liabilities are recorded in the notes to the financial statements when there is a possible obligation that arises from past events, and whose existence will be confirmed only by the occurrence or non-occurrence of one or more uncertain future events not within the control of the department or when there is a present obligation that is not recognised because it is not probable that an outflow of resources will be required to settle the obligation or the amount of the obligation cannot be measured reliably.

17.3 Contingent assets

Contingent assets are recorded in the notes to the financial statements when a possible asset arises from past events, and whose existence will be confirmed by the occurrence or non-occurrence of one or more uncertain future events not within the control of the department.

Accounting Policies for the year ended 31 March 2020

17.4 Commitments

Commitments are recorded at cost in the notes to the financial statements when there is a contractual arrangement or an approval by management in a manner that raises a valid expectation that the department will discharge its responsibilities thereby incurring future expenditure that will result in the outflow of cash.

18. Unauthorised expenditure

Unauthorised expenditure is recognised in the statement of financial position until such time as the expenditure is either:

- Approved by Parliament or the Provincial Legislature with funding and the related funds are received; or
- Approved by Parliament or the Provincial Legislature without funding and is written off against the appropriation in the statement of financial performance; or
- Transferred to receivables for recovery.

Unauthorised expenditure is measured at the amount of the confirmed unauthorised expenditure.

19. Fruitless and wasteful expenditure

Fruitless and wasteful expenditure is recorded in the notes to the financial statements when confirmed. The amount recorded is equal to the total value of the fruitless and or wasteful expenditure incurred.

Fruitless and wasteful expenditure is removed from the notes to the financial statements when it is resolved or transferred to receivables for recovery.

Fruitless and wasteful expenditure receivables are measured at the amount that is expected to be recoverable and are de-recognised when settled or subsequently written-off as irrecoverable.

20. Irregular expenditure

Irregular expenditure is recorded in the notes to the financial statements when confirmed. The amount recorded is equal to the value of the irregular expenditure incurred unless it is impracticable to determine, in which case reasons therefore are provided in the note.

Irregular expenditure is removed from the note when it is either condoned by the relevant authority, transferred to receivables for recovery or not condoned and is not recoverable.

Irregular expenditure receivables are measured at the amount that is expected to be recoverable and are de-recognised when settled or subsequently written-off as irrecoverable.

**Accounting Policies
for the year ended 31 March 2020**

21. Changes in accounting policies, accounting estimates and errors

Changes in accounting policies that are affected by management have been applied retrospectively in accordance with MCS requirements, except to the extent that it is impracticable to determine the period-specific effects or the cumulative effect of the change in policy. In such instances the department shall restate the opening balances of assets, liabilities and net assets for the earliest period for which retrospective restatement is practicable.

Changes in accounting estimates are applied prospectively in accordance with MCS requirements.

Correction of errors is applied retrospectively in the period in which the error has occurred in accordance with MCS requirements, except to the extent that it is impracticable to determine the period-specific effects or the cumulative effect of the error. In such cases the department shall restate the opening balances of assets, liabilities and net assets for the earliest period for which retrospective restatement is practicable.

22. Events after the reporting date

Events after the reporting date that are classified as adjusting events have been accounted for in the financial statements. The events after the reporting date that are classified as non-adjusting events after the reporting date have been disclosed in the notes to the financial statements.

23. Departures from the MCS requirements

Management concludes that the financial statements present fairly the department's primary and secondary information and the department has complied with the Modified Cash Standard.

24. Capitalisation reserve

The capitalisation reserve comprises of financial assets and/or liabilities originating in a prior reporting period, but which are recognised in the statement of financial position. Amounts are recognised in the capitalisation reserves when identified in the current period and are transferred to the Provincial Revenue Fund when the underlying asset is disposed, and the related funds are received.

25. Recoverable revenue

Amounts are recognised as recoverable revenue when a payment made in a previous financial year becomes recoverable from a debtor in the current financial year. Amounts are either transferred to the Provincial Revenue Fund when recovered or are transferred to the statement of financial performance when written-off.

26. Related party transactions

A related party transaction is a transfer of resources, services or obligations between the reporting entity and a related party. Related party transactions within the Minister's portfolio are recorded in the notes to the financial statements when the transaction is not at arm's length.

**Accounting Policies
for the year ended 31 March 2020**

27. Key management personnel

Key management personnel are those persons having the authority and responsibility for planning, directing and controlling the activities of the department. The number of individuals and their full compensation is recorded in the notes to the financial statements.

28. Inventories

At the date of acquisition, inventories are recognised at cost in the statement of financial performance.

Where inventories are acquired as part of a non-exchange transaction, the inventories are measured at fair value as at the date of acquisition.

Inventories are subsequently measured at the lower of cost and net realisable value or where intended for distribution (or consumed in the production of goods for distribution) at no or a nominal charge, the lower of cost and current replacement value.

The cost of inventories is assigned by using the weighted average cost basis.

29. Employee benefits

The value of each major class of employee benefit obligation (accruals, payables not recognised and provisions) is disclosed in the Employee benefits note.

**Notes to the Annual Financial Statements
for the year ended 31 March 2020**

1. Appropriation

1.1 Annual Appropriation

	2019/20		2018/19		Funds not requested/ not received R'000
	Final Appropriation R'000	Actual Funds Received R'000	Final Appropriation R'000	Appropriation Received R'000	
Programmes					
Administration	1 634 993	1 634 993	1 563 125	1 563 125	-
Public Ordinary School Education	17 654 049	17 654 049	16 352 197	16 348 339	3 858
Independent School Subsidies	118 537	118 537	113 179	113 179	-
Public Special School Education	1 317 074	1 317 074	1 258 980	1 258 980	-
Early Childhood Development	590 318	590 318	569 355	569 355	-
Infrastructure Development	1 876 057	1 876 057	1 835 544	1 835 544	-
Examination and Education Related Services	458 995	458 995	457 400	457 400	-
Total	23 650 023	23 650 023	22 149 780	22 145 922	3 858

2018/19 Final Appropriation and Appropriation received amounts have been restated to include the virements as per the Appropriation Statement.

	Note	2019/20 R'000	2018/19 R'000
1.2 Conditional Grants**			
Total grants received	33	1 625 293	1 517 457
Provincial grants included in Total Grants received		-	-

(** It should be noted that the Conditional grants are included in the amounts per the Final Appropriation in Note 1.1)

2. Departmental Revenue

Sales of goods and services other than capital assets	2.1	14 056	13 320
Fines, penalties and forfeits	2.2	1 552	1 924
Interest, dividends and rent on land	2.3	326	375
Transactions in financial assets and liabilities	2.4	15 994	8 136
Total revenue collected		31 928	23 755
Less: Own revenue included in appropriation	13	(19 066)	(23 755)
Departmental revenue collected		12 862	-

The department collected R12 682 million additional revenue than budgeted for.

2.1 Sales of goods and services other than capital assets	2		
Sales of goods and services produced by the department		13 752	13 001
Sales by market establishment		13 752	13 001
Sales of scrap, waste and other used current goods		304	319
Total		14 056	13 320

**Notes to the Annual Financial Statements
for the year ended 31 March 2020**

	Note	2019/20 R'000	2018/19 R'000
2.2 Fines, penalties and forfeits	2		
Fines		1 552	1 924
Total		1 552	1 924
2.3 Interest, dividends and rent on land	2		
Interest		326	375
Total		326	375
2.4 Transactions in financial assets and liabilities	2		
Receivables		3 788	6 038
Other receipts including Recoverable Revenue		12 206	2 098
Total		15 994	8 136
3. Compensation of employees			
3.1 Salaries and wages			
Basic Salary		13 002 712	12 192 048
Performance award		14 235	20 586
Service Based		23 254	20 392
Compensative/circumstantial		233 936	206 579
Periodic payments		23 933	19 205
Other non-pensionable allowances		2 011 613	1 852 859
Total		15 309 683	14 311 669
3.2 Social contributions			
Employer contributions			
Pension		1 437 489	1 359 492
Medical		723 301	676 843
Bargaining council		1 415	1 313
Official unions and associations		3 047	3 001
Total		2 165 252	2 040 649
Total compensation of employees		17 474 935	16 352 318
Average number of employees		42 378	41 754

**Notes to the Annual Financial Statements
for the year ended 31 March 2020**

	Note	2019/20 R'000	2018/19 R'000
4. Goods and services			
Administrative fees		551	402
Advertising		10 951	7 267
Minor assets	4.1	4 527	3 606
Bursaries (employees)		3 282	1 073
Catering		12 068	13 354
Communication		6 959	7 656
Computer services	4.2	23 135	19 168
Consultants: Business and advisory services		57 882	43 130
Infrastructure and planning services		121 150	112 843
Legal services		5 333	6 266
Contractors		13 360	11 032
Agency and support / outsourced services		453 486	440 640
Entertainment		43	33
Audit cost – external	4.3	13 571	11 927
Fleet services		30 192	27 284
Inventory	4.4	505 353	543 592
Consumables	4.5	27 635	24 725
Operating leases		76 112	68 772
Property payments	4.6	678 030	563 286
Rental and hiring		465	362
Transport provided as part of the departmental activities		322 721	307 770
Travel and subsistence	4.7	40 923	39 566
Venues and facilities		6 065	7 421
Training and development		18 622	21 883
Other operating expenditure	4.8	45 537	40 240
Total		2 477 953	2 323 298
4.1 Minor Assets	4		
Tangible assets		4 357	3 527
Machinery and equipment		4 357	3 527
Intangible assets		170	79
Software		170	79
Total		4 527	3 606

**Notes to the Annual Financial Statements
 for the year ended 31 March 20120**

	Note	2019/20 R'000	2018/19 R'000
4.2 Computer Services	4		
SITA computer services		14 107	12 886
External computer service providers		9 028	6 282
Total		23 135	19 168
4.3 Audit cost – external	4		
Regularity audits		12 686	11 297
Computer audits		885	630
Total		13 571	11 927
The difference between the expenditure for 2018/19 and 2019/20 is due to the timing of invoices.			
4.4 Inventory	4		
Learning and teaching support material		163 864	142 118
Materials and supplies		268	126
Other supplies	4.4.1	341 221	401 348
Total	Annex 5	505 353	543 592
4.4.1 Other supplies	4.4		
Assets for distributions		341 221	401 348
Machinery and equipment		341 221	401 200
Library material		-	148
Total		341 221	401 348
4.5 Consumables	4		
Consumable supplies		7 128	5 008
Uniform and clothing		301	-
Household supplies		1 214	1 462
Communication accessories		-	17
IT consumables		331	805
Other consumables		5 282	2 724
Stationery printing and office supplies		20 507	19 717
Total		27 635	24 725
4.6 Property payments	4		
Municipal services		89 082	84 999
Property maintenance and repairs		566 779	459 260
Other		22 169	19 027
Total		678 030	563 286

**Notes to the Annual Financial Statements
for the year ended 31 March 2020**

	Note	2019/20 R'000	2018/19 R'000
4.7 Travel and subsistence	4		
Local		39 355	38 854
Foreign		1 568	712
Total		40 923	39 566
4.8 Other operating expenditure	4		
Professional bodies, membership and subscription fees		1 416	580
Resettlement costs		2 191	1 903
Other		41 930	37 757
Total		45 537	40 240
5. Payments for financial assets			
Material losses through criminal conduct: Theft	5.3	22	855
Other material losses written off	5.1	351	517
Debts written off	5.2	2 501	5 934
Total		2 874	7 306
5.1 Other material losses written off	5		
Nature of losses			
GG Accidents		121	316
Interest paid		1	1
Other losses		229	200
Total		351	517
5.2 Debts written off	5		
Nature of debts written off			
Other debt written off:			
Employee tax		407	552
Salary overpayments		1 884	4 986
Bursaries		68	207
Other		41	62
Interest on debts		101	127
Total		2 501	5 934
5.3 Details of theft			
Nature of theft			
Fraudulent payment – Fraudulent banking details	5	22	855
Total		22	855

**Notes to the Annual Financial Statements
 for the year ended 31 March 2020**

	Note	2019/20 R'000	2018/19 R'000
6. Transfers and subsidies			
Departmental agencies and accounts	Annexure 1A	9 938	9 410
Non-profit institutions	Annexure 1B	2 257 932	2 152 440
Households	Annexure 1C	108 370	98 704
Total		2 376 240	2 260 554
7. Expenditure for capital assets			
Tangible assets		1 113 435	1 167 783
Buildings and other fixed structures	30.1	1 063 165	1 123 920
Machinery and equipment	28.1	50 270	43 863
Intangible assets		952	1 175
Software	29.1	952	1 175
Total		1 114 387	1 168 958
7.1 Analysis of funds utilised to acquire capital assets – 2019/20			
	Voted Funds	Aid assistance	Total
Tangible assets	1 113 435	-	1 113 435
Buildings and other fixed structures	1 063 165	-	1 063 165
Machinery and equipment	50 270	-	50 270
Intangible assets	952	-	952
Software	952	-	952
Total	1 114 387	-	1 114 387
7.2 Analysis of funds utilised to acquire capital assets – 2018/19			
	Voted Funds	Aid assistance	Total
Tangible assets	1 167 783	-	1 167 783
Buildings and other fixed structures	1 123 920	-	1 123 920
Machinery and equipment	43 863	-	43 863
Intangible assets	1 175	-	1 175
Software	1 175	-	1 175
Total	1 168 958	-	1 168 958

**Notes to the Annual Financial Statements
for the year ended 31 March 2020**

	Note	2019/20 R'000	2018/19 R'000		
7.3 Finance lease expenditure included in expenditure for capital assets					
Tangible assets					
Machinery and equipment		36 008	30 800		
Total		36 008	30 800		
8. Cash and cash equivalents					
Consolidated Paymaster General Account		212 003	29 220		
Cash receipts		-	(4)		
Disbursements		(23 115)	(13 869)		
Total		188 888	15 347		
9. Prepayments and Advances					
Travel and subsistence		44	-		
Total		44	-		
	Note	Balance as at 1 April 2019	Less: Received in the current year	Add: Current Year prepayments	Amount as at 31 March 2020
		R'000	R'000	R'000	R'000
9.1 Prepayments (Expensed)					
<i>Listed by economic classification</i>					
Capital assets		5 765	(5 765)	-	-
Total		5 765	(5 765)	-	-

The last 9 buses of the 23-seater buses were delivered in the 2019/20 financial year which were prepaid in 2017/18.

	Note	Balance as at 1 April 2018	Less: Received in the current year	Add: Current Year prepayments	Amount as at 31 March 2019
		R'000	R'000	R'000	R'000
Prepayments (Expensed)					
<i>Listed by economic classification</i>					
Capital assets		31 829	(26 064)	-	5 765
Total		31 829	(26 064)	-	5 765

**Notes to the Annual Financial Statements
 for the year ended 31 March 2020**

10. Receivables

	Note	2019/20			2018/19		
		Current	Non-current	Total	Current	Non-current	Total
		R'000	R'000	R'000	R'000	R'000	R'000
Claims recoverable	10.1	2 395	4 768	7 163	899	4 915	5 814
Recoverable expenditure	10.2	5 111	-	5 111	3 921	354	4 275
Staff debt	10.3	966	7 323	8 289	535	7 599	8 134
Other debtors	10.4	2 507	26 353	28 860	3 119	25 009	28 128
Total		10 979	38 444	49 423	8 474	37 877	46 351

	Note	2019/20	2018/19
		R'000	R'000
10.1 Claims recoverable	10		
National departments		455	486
Provincial Departments		1 230	1 016
Household and non-profit institutions		5 478	4 312
Total	Annexure 3	7 163	5 814
10.2 Recoverable expenditure (disallowance accounts)	10		
Disallowance accounts		1 665	1 559
Salary: Reversal Control		2 414	1 844
Salary: Tax debt		1 032	872
Total		5 111	4 275
10.3 Staff debt	10		
Debt account		8 289	8 134
Total		8 289	8 134
10.4 Other debtors	10		
Breach of contract		539	715
Ex-employees		25 332	20 023
State guarantees		-	14
Miscellaneous		2 989	7 376
Total		28 860	28 128

**Notes to the Annual Financial Statements
for the year ended 31 March 2020**

	Note	2019/20 R'000	2018/19 R'000
10.5 Impairment of receivables			
Estimate of impairment of receivables		36 926	36 026
Total		36 926	36 026
All receivables in the Debt account outstanding for longer than three (3) months, are included in the calculation of the Impairment of receivables.			
11. Investments			
Non-current			
Shares and other equity			
School Building Fund		11 548	10 796
Total non-current		11 548	10 796
Analysis of non-current investments			
Opening balance		10 796	10 020
Additions in cash		752	776
Disposals for cash		-	-
Total		11 548	10 796
12. Voted funds to be surrendered to the Revenue Fund			
Opening balance		33 488	155 857
As restated		33 488	155 857
Transfer from statement of financial performance (as restated)		203 634	37 346
Voted funds not requested/not received	1.1	-	(3 858)
Paid during the year		(33 488)	(155 857)
Closing balance		203 634	33 488
13. Departmental revenue and PRF Receipts to be surrendered to the Revenue Fund			
Opening balance		567	4 076
Transfer from Statement of Financial Performance		12 862	-
Own revenue included in appropriation	2	19 066	23 755
Paid during the year		(31 320)	(27 264)
Closing balance		1 175	567
14. Payables – current			
Clearing accounts	14.1	14 326	8 769
Other payables	14.2	1 516	1 209
Total		15 842	9 978

**Notes to the Annual Financial Statements
 for the year ended 31 March 2020**

	Note	2019/20 R'000	2018/19 R'000
14.1 Payables – clearing accounts	14		
Sal: ACB recalls		553	180
Sal: Income tax		7 777	2 658
Sal: Medical aid		332	52
Other deduction accounts		170	237
Disallowance: damages and losses		5 494	5 345
Adv: Public entities		-	297
Total		14 326	8 769
14.2 Payables – other payables	14		
Debt account credits		190	345
Sal: GEHS Refund Control		1 326	864
Total		1 516	1 209
15. Net cash flow available from operating activities			
Net surplus as per Statement of Financial Performance		216 496	37 346
Add back non cash/cash movements not deemed operating activities		1 071 960	505 149
(Increase)/decrease in receivables		(2 505)	3 397
(Increase)/decrease in prepayments and advances		(44)	3
Increase/(decrease) in payables – current		5 864	(503 985)
Expenditure on capital assets		1 114 387	1 168 958
Surrenders to Revenue Fund		(64 808)	(183 121)
Voted funds not requested/not received		-	(3 858)
Own revenue included in appropriation		19 066	23 755
Net cash flow generated from operating activities		1 288 456	542 495
16. Reconciliation of cash and cash equivalents for cash flow purposes			
Consolidated Paymaster General account		212 003	29 220
Cash receipts		-	(4)
Disbursements		(23 115)	(13 869)
Total		188 888	15 347

**Notes to the Annual Financial Statements
for the year ended 31 March 2020**

		Note	2019/20 R'000	2018/19 R'000
17.	Contingent liabilities and contingent assets			
17.1	Contingent liabilities			
	Liable to	Nature		
	Housing loans guarantees	Employees	333	333
	Claims against the department		285 142	274 379
	Intergovernmental payables (unconfirmed balances)		2 557	340
	Other		58 012	73 277
	Total		346 044	348 329

Financial Institutions: Financial guarantees issued relate to housing guarantees provided for employees for housing loans. Various persons (Various claims): The claims will only be settled when either the court decides that the department is liable or the department accepts the liability, both of which are unknown. Intergovernmental payables (unconfirmed balances): Intergovernmental payables relate to unconfirmed balances outstanding at year end
Municipalities: The closing balance represents the total of outstanding municipal service accounts of schools as at 31 March 2020. It is not possible to determine the total amount of municipal services accounts of schools incurred and paid/cancelled/reduced during the year as these accounts are also settled directly by schools.

17.2 Contingent assets

- At this stage the Department is not able to reliably measure the contingent asset as the funds that are held by SA Home Loans in respect of the Government Employees Housing Scheme (GEHS) of the Individually Linked Savings Facility (ILSF) may be returned to the Department in cases of resignations and dismissals.

18. Capital commitments

Infrastructure: Non-residential buildings	756 486	726 865
Moveable Tangible Capital assets	415	1 707
Total	756 901	728 572

The Modified Cash Standard has been revised in respect of the disclosure of commitments, which only includes commitments for the capital expenditure. In the 2018/19 AFS, current and capital commitments amounted to R1 608,991m, which consisted of Capital commitments of R639,778 and Current Commitments of R 969,213m.

2018/19 Capital commitments have also been restated due to additional Infrastructure commitments and Movable capital assets previously excluded.

Infrastructure commitments represent contracts for the Prefabricated classrooms and building of schools which are for longer than a year.

Movable tangible capital assets represent outstanding LOGIS orders placed with suppliers.

**Notes to the Annual Financial Statements
for the year ended 31 March 2020**

	Note	2019/20 R'000	2018/19 R'000
19 Accruals and payables not recognised			
19.1 Accruals			
Listed by economic classification	30 days 30+ days	Total	Total
Goods and services	32 586 5 441	38 027	27 708
Transfers and subsidies	652 60	712	2 122
Capital assets	23 990 1 196	25 186	53 485
Total	57 228 6 697	63 925	83 315
Listed by programme level			
Programme 1		12 488	5 395
Programme 2		20 793	16 969
Programme 4		1 508	8
Programme 5		11	449
Programme 6		26 444	58 275
Programme 7		2 681	2 219
Total		63 925	83 315
19.2 Payables not recognised			
Listed by economic classification	30 days 30+ days	Total	Total
Goods and services	46 661 4 404	51 065	29 698
Transfers and subsidies	461 502	963	252
Capital assets	52 655 1 441	54 096	15 532
Other	- -	-	3 666
Total	99 777 6 347	106 124	49 148
Listed by programme level			
Programme 1		10 484	8 995
Programme 2		8 737	6 891
Programme 4		19	-
Programme 5		9 577	34
Programme 6		77 078	33 187
Programme 7		229	41
Total		106 124	49 148
Included in the above totals are the following			
Confirmed balances with departments	Annexure 4	-	3 666
Total		-	3 666
20. Employee benefits			
Leave entitlement		85 000	75 877
Service bonus (thirteenth cheque)		461 869	436 647
Performance awards		11 374	19 702
Capped leave commitments		778 205	841 496
Other		95 488	77 805
Total		1 431 936	1 451 527

The amount for leave entitlement includes a negative amount of R933 731.59 in respect of leave taken on the total number of days one is eligible for but exceeding the pro-rata as at 31 March 2020. At this stage the department is not able to reliably measure the long term portion of the long service awards.

**Notes to the Annual Financial Statements
for the year ended 31 March 2020**

	Note	2019/20 R'000	
21. Lease commitments			
21.1 Operating leases expenditure			
		Buildings and other fixed structures	Machinery and equipment
		R'000	R'000
			Total
2019/20			R'000
Not later than a year		62 424	4 784
Later than 1 year and not later than 5 years		139 637	1 013
Later than 5 years		88 118	232
Total lease commitments		290 179	6 029
		Buildings and other fixed structures	Machinery and equipment
		R'000	R'000
			Total
2018/19			R'000
Not later than a year		59 001	7 197
Later than 1 year and not later than 5 years		95 246	1 949
Later than 5 years		47 553	425
Total lease commitments		201 800	9 571

Buildings: Lease commitments for school buildings are calculated based on a contractual obligation between the lessee and the lessors. A fixed annual escalation of between 0.00% and 16.67 % or the applicable CPIX linked inflation rate is catered for in these calculations. For the reporting period the department made provision for 257 facilities. The department capped leases for a maximum period of 20 years. In the case of renewal of expired leases, the commitment is for a three-year period. The department may not sub-lease without the consent of the owner. Maintenance of the property is shared by the department and the owner.
Machinery and equipment: The major portion of this commitment relates to photocopier equipment.

21.2 Finance leases expenditure

		Machinery and equipment	Total
		R'000	R'000
2019/20			
Not later than a year		32 642	32 642
Later than 1 year and not later than 5 years		42 122	42 122
Later than 5 years		672	672
Total lease commitments		75 436	75 436
		Machinery and equipment	Total
		R'000	R'000
2018/19			
Not later than a year		28 470	28 470
Later than 1 year and not later than 5 years		47 491	47 491
Later than 5 years		1 716	1 716
Total lease commitments		77 677	77 677

The department of Education leased 505 vehicles from GMT during 2019/2020. Daily tariffs are payable on a monthly basis, covering the operational costs and capital costs towards the replacement of vehicles, and the implicit financial costs in this type of arrangement.

**Notes to the Annual Financial Statements
 for the year ended 31 March 2020**

	Note	2019/20 R'000	2018/19 R'000
22. Irregular expenditure			
22.1 Reconciliation of irregular expenditure			
Opening balance			-
As restated		-	-
Add: Irregular expenditure – relating to prior year		1 845	163
Add: Irregular expenditure – relating to current year		1 430	22
Less: Prior year amounts condoned			(163)
Less: Current year amounts condoned			(22)
Closing balance		3 275	-
Analysis of awaiting condonation per age classification			
Current year		1 430	-
Prior year		1 845	-
Total		3 275	-
			2019/20
22.2 Details of current and prior irregular expenditure – added current year (under determination and investigation)			R'000
Incident	Disciplinary steps taken/ criminal proceedings		
Procurement Management - Contract expansions and extensions (2 cases)	None		5
Non-compliance with Treasury Regulations - Insufficient quotations (24 cases)	None		2 558
Non-compliance with Preferential Procurement Regulations - Award (2 cases)	None		180
Non-compliance with Treasury Regulations - Deviations not justified (13 cases)	None		532
Total			3 275
			2019/20
22.3 Details of irregular expenditure under assessment (not included in main note)			R'000
Incident			
Procurement Management - Contract expansions and extensions (3 cases)			66 440
Non-compliance with Treasury Regulations - Insufficient quotations (12 cases)			304
Non-compliance with Treasury Regulations - Deviations not justified (4 cases)			1 133
Non-compliance with Public Service Act - Appointment process (2 cases)			11
Non-compliance with Treasury Regulations - Tax status (2 cases)			78
Non-compliance with Treasury Regulations- Splitting of quotes (3 cases)			1 098
Non-compliance with Treasury Regulations - Fairness in procurement (1 case)			39
Total			69 103

**Notes to the Annual Financial Statements
for the year ended 31 March 2020**

	Note	2019/20 R'000	2018/19 R'000
23. Fruitless and wasteful expenditure			
23.1 Reconciliation of fruitless and wasteful expenditure			
Opening balance		-	-
As restated		-	-
Fruitless and wasteful expenditure – relating to prior year		6	6
Fruitless and wasteful expenditure – relating to current year		2	24
Less: Amounts recoverable		-	-
Less: Amounts Written Off		(8)	(30)
Closing balance		-	-
23.2 Details of current and prior year fruitless and wasteful-added current year (under determination and investigation)			2019/20
Incident	Disciplinary steps taken/criminal proceedings		R'000
Catering (16 cases)	None		5
Interest (6 cases)	None		1
Other (3 cases)	None		2
Total			8
23.3 Details of fruitless and wasteful expenditure written off			
Incident			
Catering (16 cases)			5
Interest (6 cases)			1
Other (3 cases)			2
Total			8
23.4 Details of fruitless and wasteful expenditure under investigation (not in the main note)			
Incident			
Interest (5 cases)			2
Total			2

**Notes to the Annual Financial Statements
 for the year ended 31 March 2020**

24 Related party transactions

Related party relationships

1. The transactions relating to public ordinary schools are disclosed under Annexure 1B.
2. During the year the Department received services from the Western Cape Department of Transport and Public Works (DTPW) as follows:
 - The Department occupies a building managed by the DTPW, free of charge. Parking space is also provided to government officials at an approved fee which is not market related.
 - The Department makes use of government motor vehicles managed by the Government Motor Transport (GMT) Section of the DTPW in terms of an arm's length transaction at tariffs approved by the Provincial Treasury.
3. The Department received corporate services from the Department of the Premier (DOTP) Western Cape as follows:
 - Information and Communication Technology
 - Organisation Development
 - Provincial Training (transversal)
 - Enterprise Risk Management
 - Internal Audit
 - Provincial Forensic Services
 - Legal Services
 - Corporate Communication
4. The Department received security advisory services and security operations from the Department of Community Safety Western Cape.
5. The Department has the Western Cape Schools Evaluation Authority under its control

25. Key management personnel

	No of individuals	2019/20 R'000	2018/19 R'000
Political office bearers	1	1 978	1 978
Officials:			
Management	21	23 719	23 529
Family members of key management personnel	10	7 941	3 244
Total		33 638	28 751

Key Management includes all officials who have significant influence over the financial and operational policy decisions of the department.

**Notes to the Annual Financial Statements
for the year ended 31 March 2020**

	Note	2019/20 R'000
27 Non-adjusting events after reporting date		
The Department has assessed the impact of the COVID 19 pandemic that resulted in a National lock-down from 27 March 2020. No further reporting of information in the 2019/20 AFS is deemed material due to COVID 19 pandemic. The Department adjusted its planned deliverables for 2020/21 to provide for the impact of the COVID-19 pandemic and all Covid-19 related costs will be reflected in the 2020/21 AFS.		

28 Movable Tangible Capital Assets

Movement in movable tangible capital assets per asset register for the year ended 31 March 2020

	Opening balance R'000	Value adjustments R'000	Additions R'000	Disposals R'000	Closing balance R'000
Machinery and equipment	96 591	-	20 149	(12 166)	104 574
Transport assets	52	-	6 177	(6 177)	52
Computer equipment	52 361	-	10 574	(4 852)	58 083
Furniture and office equipment	38 888	-	3 398	(431)	41 855
Other machinery and equipment	5 290	-	-	(706)	4 584
Total movable tangible capital assets	96 591	-	20 149	(12 166)	104 574

Information on Transport assets (GG Vehicle Finance lease assets) for the current and comparative years is disclosed in Annexure 7 to the AFS.

28.1 Additions

Additions to movable tangible capital assets per asset register for the year ended 31 March 2020

	Cash R'000	Non-Cash R'000	(Capital work-in- progress current costs and finance lease payments) R'000	Received current not paid (Paid current year received prior year) R'000	Total R'000
Machinery and equipment	50 270	5 887	(36 008)	-	20 149
Transport assets	36 420	5 765	(36 008)	-	6 177
Computer equipment	10 552	22	-	-	10 574
Furniture and office equipment	3 298	100	-	-	3 398
Total additions to movable tangible capital assets	50 270	5 887	(36 008)	-	20 149

Non-cash additions include R5,765 million for the remaining of 9 of 23 buses which were expensed as a prepayment during 2017/18. Cash additions include R412 000 for top-up to the buses due to price variations.

**Notes to the Annual Financial Statements
 for the year ended 31 March 2020**

28.2 Disposals

Disposals of movable tangible capital assets per asset register for the year ended 31 March 2020

	Sold for cash	Non-cash disposal	Total disposals	Cash received actual
	R'000	R'000	R'000	R'000
Machinery and equipment	-	(12 166)	(12 166)	-
Transport assets	-	(6 177)	(6 177)	-
Computer equipment	-	(4 852)	(4 852)	-
Furniture and office equipment	-	(431)	(431)	-
Other machinery and equipment	-	(706)	(706)	-
Total disposal of movable tangible capital assets	-	(12 166)	(12 166)	-

Non-cash disposals include R6,177 million for buses for schools.

28.3 Movement for 2018/19

Movement in movable tangible capital assets per asset register for the year ended 31 March 2019

	Opening balance	Prior period error	Additions	Disposals	Closing balance
	R'000	R'000	R'000	R'000	R'000
Machinery and equipment	87 282	(125)	39 153	(29 719)	96 591
Transport assets	52	-	26 064	(26 064)	52
Computer equipment	46 595	-	8 839	(3 073)	52 361
Furniture and office equipment	35 768	-	3 592	(472)	38 888
Other machinery and equipment	4 867	(125)	658	(110)	5 290
Total movable tangible capital assets	87 282	(125)	39 153	(29 719)	96 591

28.3.1

Prior period error

Nature of prior period error

Relating to 2018/19 financial year

Restatement of opening balances- Other Machinery and equipment

Total

Note

**2018/19
 R'000**

(125)

(125)

(125)

On other machinery and equipment (Library) each title in a set was loaded with a set price in 2012 which has now been corrected to reflect cost price per book instead.

**Notes to the Annual Financial Statements
for the year ended 31 March 2020**

28.5 Minor assets

Movement in minor assets per the asset register for the year ended 31 March 2020

	Intangible assets R'000	Machinery and equipment R'000	Total R'000
Opening balance	1 808	72 537	74 345
Additions	170	7 844	8 014
Disposals	(475)	(3 664)	(4 139)
Total minor assets	1 503	76 717	78 220

	Intangible assets	Machinery and equipment	Total
Number of R1 minor assets	-	27 361	27 361
Number of minor assets at cost	389	197 667	198 056
Total number of minor assets	389	225 028	225 417

Minor assets

Movement in minor assets per the asset register for the year ended 31 March 2019

	Intangible assets R'000	Machinery and equipment R'000	Total R'000
Opening balance	1 729	73 956	75 685
Prior period error	-	(625)	(625)
Additions	79	3 600	3 679
Disposals	-	(4 394)	(4 394)
Total minor assets	1 808	72 537	74 345

	Intangible assets	Machinery and equipment	Total
Number of R1 minor assets	-	35 646	35 646
Number of minor assets at cost	473	198 482	198 955
Total number of minor assets	473	234 128	234 601

28.6 Prior period error

Note

**2018/19
R'000**

Nature of prior period error

Relating to 2018/19

(625)

Restatement of opening balances- Machinery and equipment

(625)

Total

(625)

On machinery and equipment- minor assets (Library) each title in a set was loaded with a set price in 2012 which has now been corrected to reflect cost price per book instead. Previously major asset because of value have now been reclassified to be minor assets due to correction.

**Notes to the Annual Financial Statements
 for the year ended 31 March 2020**

28.5 Movable assets written off

Movable assets written off for the year ended 31 March 2020

	Machinery and equipment R'000	Total R'000
Assets written off	6 156	6 156
Total movable assets written off	6 156	6 156

Movable assets written off for the year ended 31 March 2019

	Machinery and equipment R'000	Total R'000
Assets written off	7 509	7 509
Total movable assets written off	7 509	7 509

29. Intangible Capital Assets

Movement in intangible capital assets per asset register for the year ended 31 March 2020

	Opening balance R'000	Value adjustments R'000	Additions R'000	Disposals R'000	Closing balance R'000
Software	22 899	-	952	(5 548)	18 303
Total intangible capital assets	22 899	-	952	(5 548)	18 303

29.1 Additions to intangible capital assets per asset register for the year ended 31 March 2020

	Cash R'000	Non-Cash R'000	(Developm ent work-in- progress current costs) R'000	Received current not paid (Paid current year received prior year) R'000	Total R'000
Software	952	-	-	-	952
Total additions to intangible capital assets	952	-	-	-	952

29.2 Disposal of intangible capital assets per asset register for the year ended 31 March 2020

	Sold for cash R'000	Non-cash disposal R'000	Total disposals R'000	Cash received Actual R'000
Software	-	(5 548)	(5 548)	-
Total additions to intangible capital assets	-	(5 548)	(5 548)	-

**Notes to the Annual Financial Statements
for the year ended 31 March 2020**

29.3 Movement for 2018/19

Movement in intangible capital assets per asset register for the year ended 31 March 2019

	Opening balance	Prior Period error	Additions	Disposals	Closing balance
	R'000	R'000	R'000	R'000	R'000
Software	21 724	-	1 175	-	22 899
Total intangible capital assets	21 724	-	1 175	-	22 899

30. Immovable tangible capital assets

Movement in immovable tangible capital assets per asset register for the year ended 31 March 2020

	Opening balance	Value adjustments	Additions	Disposals	Closing balance
	R'000	R'000	R'000	R'000	R'000
Buildings and other fixed structures	3 549 652	-	783 040	(16 186)	4 316 506
Non-residential buildings	3 549 652	-	783 040	(16 186)	4 316 506
Total immovable tangible capital assets	3 549 652	-	783 040	(16 186)	4 316 506

30.1 Additions

Additions to immovable tangible capital assets per asset register for the year ended 31 March 2020

	Cash	Non-Cash	(Capital work-in- progress current costs and finance lease payments)	Received current not paid (Paid current year received prior year)	Total
	R'000	R'000	R'000	R'000	R'000
Buildings and other fixed structures	1 063 165	657 048	(922 842)	(14 331)	783 040
Non-residential buildings	1 063 165	657 048	(922 842)	(14 331)	783 040
Total additions to immovable tangible capital assets	1 063 165	657 048	(922 842)	(14 331)	783 040

30.2 Disposals

Disposals of immovable tangible capital assets per asset register for the year ended 31 March 2020

	Sold for cash	Non-cash disposal	Total disposals	Cash received actual
	R'000	R'000	R'000	R'000
Buildings and other fixed structures		(16 186)	(16 186)	-
Non-residential buildings		(16 186)	(16 186)	-
Total disposal of immovable tangible capital assets		(16 186)	(16 186)	-

**Notes to the Annual Financial Statements
for the year ended 31 March 2020**

30.3 Movement for 2018/19

Movement in immovable tangible capital assets per asset register for the year ended 31 March 2019

	Opening balance	Prior Period error	Additions	Disposals	Closing balance
	R'000	R'000	R'000	R'000	R'000
Buildings and other fixed structures	4 330 563	95 534	546 969	(1 423 414)	3 549 652
Non-residential buildings	4 330 563	95 534	546 969	(1 423 414)	3 549 652
Total immovable tangible capital assets	4 330 563	95 534	546 969	(1 423 414)	3 549 652

	Note	2018/19 R'000
30.3.1 Prior period error		
Nature of period error		
Relating to 2018/19 (affecting the opening balance)		95 534
Buildings - Ready for use asset register		52 239
Prefabricated assets - Ready for use asset register		43 295
Total		95 534

Buildings - Ready for use asset register was restated as a result of timing difference of assets being ready for use and calculation errors that were discovered on certain projects, the project costs were then recalculated using BAS reports.
Prefabricated assets - Ready for use asset register was restated as result of applying practical completion (PC) date to identify assets that are ready for use instead of previous method used which relied on barcoding only.

30.4 Capital Work-in-progress

Capital Work-in-Progress as at 31 March 2020

	Note	Opening Balance 1 April 2019	Current Year WIP	Ready for use (Assets to the AR) / Contracts terminated	Closing Balance 31 March 2020
	Annexure 6	R'000	R'000	R'000	R'000
Buildings and other fixed structures		1 060 699	922 842	(658 171)	1 325 370
Total		1 060 699	922 842	(658 171)	1 325 370

Age analysis on ongoing projects

	Number of projects		2019/20 Total R'000
	Planned construction not started	Planned construction started	
0 to 1 year	35	31	483 482
1 to 3 year(s)	28	20	742 022
3 to 5 years	7	2	99 866
Longer than 5 years	-	-	-
Total	70	53	1 325 370

**Notes to the Annual Financial Statements
for the year ended 31 March 2020**

	2019/20	2018/19
Payables not recognised relating to Capital WIP	R'000	R'000
Amounts relating to progress certificates received but not paid at year end and therefore not included in capital work-in-progress	32 434	13 058
Total	32 434	13 058

2018/19 amount of Payables not recognised relating to Capital Work In Progress has been restated and disclosed in 2019/20.

Capital Work-in-Progress as at 31 March 2019

	Note	Opening Balance	Prior period error	Current Year WIP	Ready for use (Assets to the AR) / Contracts terminated	Closing Balance 31 March 2017
	Annexure 6	R'000	R'000	R'000	R'000	R'000
Buildings and other fixed structures	31.1	557 699	(6 835)	1 123 920	(614 085)	1 060 699
Total		557 699	(6 835)	1 123 920	(614 085)	1 060 699

2018/19 Work in Progress register was restated for the following:

Prefabricated assets –was restated as a result of the adjustment for the timing differences of task order payments and assets being ready for use.

Buildings - was restated as a result of timing differences of assets being ready for use and calculation errors that were discovered on certain projects, the project costs were then recalculated using BAS reports.

Age analysis on ongoing projects

	Number of projects		2018/19
	Planned construction not started	Planned construction started	Total R'000
0 to 1 year	16	62	597 092
1 to 3 year(s)	26	8	447 496
3 to 5 years	3	-	16 111
Longer than 5 years	-	-	-
Total	45	70	1 060 699

**Notes to the Annual Financial Statements
 for the year ended 31 March 2020**

31	Prior period errors		2018/19	
		Note	Amount before error correction R'000	Prior period error R'000
				Restated amount R'000
31.1	Correction of prior period errors			
	Assets: Movable Tangible capital assets	28		
	Restatement of opening balances- Other Machinery and equipment	28.3	180 198	(125)
	Restatement of opening balances- Machinery and equipment (minor assets)	28.4	73 956	(625)
	Assets: Immovable Tangible capital assets			
	Restatement of opening balances- Buildings and Prefabricated assets – Immovable assets	30.3	4 330 563	95 534
	Restatement of opening balances for Work in Progress - Buildings and Prefabricated assets (Immovable assets)	30.4	557 699	(6 835)
	Net effect		5 142 416	87 949
				5 230 365

Other machinery and equipment (Library) - each title in a set was loaded with a set price in 2012 which has now been corrected to reflect cost price per book instead.
 Machinery and equipment- minor assets (Library)- each title in a set was loaded with a set price in 2012 which has now been corrected to reflect cost price per book instead. Previously major asset because of value have now been reclassified to be minor assets due to correction.

Buildings - Ready for Use asset register was restated as a result of timing difference of assets being ready for use and calculation errors that were discovered on certain projects, the project costs were then recalculated using BAS reports.
 Prefabricated assets Ready for Use asset register was restated as result of applying the practical completion (PC) date to identify assets that are ready for use instead of previous method used which relied on barcoding only.

2018/19 Work in Progress register was restated for the following:
 Prefabricated assets –was restated as a result of the adjustment for the timing differences of task order payments and assets being ready for use.
 Buildings - was restated as a result of timing difference of assets being ready for use and calculation errors that were discovered on certain projects, the project costs were then recalculated using BAS reports.

**Notes to the Annual Financial Statements
for the year ended 31 March 2020**

	Note	Amount before error correction R'000	2018/19 Prior period error R'000	Restated amount R'000
31.1 Correction of prior period errors (Continued)				
Capital commitments	18			
Infrastructure: Non-residential buildings	18	639 778	87 087	726 865
Movable Tangible Capital assets	18	-	1 707	1 707
		639 778	88 794	728 572

2018/19 Capital commitments have been restated due to additional Infrastructure commitments and Movable capital assets previously excluded.

32 Inventories

32.1 Inventories for the year ended 31 March 2020

	Note	Learning and Teaching Support Material R'000	Materials & Supplies R'000	Assets for distribution: Machinery & Equipment R'000	Prior period error R'000	Total R'000
	<i>Annexure 5</i>					
Add: Additions/Purchases - Cash		163 864	268	341 221	-	505 353
(Less): Issues		(163 864)	(268)	(341 221)	-	(505 353)
Closing balance		-	-	-	-	-

Inventories for the year ended 31 March 2019

	Note	Learning and Teaching Support Material R'000	Materials & Supplies R'000	Assets for distribution: Machinery & Equipment R'000	Prior period error R'000	Total R'000
	<i>Annexure 5</i>					
Add: Additions/Purchases - Cash		142 118	126	401 348	-	543 592
(Less): Issues		(142 118)	(126)	(401 348)	-	(543 592)
Closing balance		-	-	-	-	-

**Notes to the Annual Financial Statements
 for the year ended 31 March 2020**

33. Statement of Conditional Grants received

Name of Grant	Grant Allocation					Spent				2018/19	
	Division of Revenue Act/Provincial Grants	Roll Overs	DORA Adjustments	Other Adjustments	Total Available	Amount received by department	Amount spent by department	Under / (over-spending)	% of available funds spent by department	Division of Revenue Act	Amount spent by department
	R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000
Education Infrastructure Grant	1 109 331	25 174	-	-	1 134 505	1 134 505	1 127 600	6 905	99%	1 046 905	1 021 731
EPWP Integrated Grant for Provinces	2 485	-	-	-	2 485	2 485	2 485	-	100%	2 221	2 221
HIV/AIDS (Life-skills Educ) Grant	21 800	-	-	-	21 800	21 800	21 800	-	100%	22 043	22 043
Maths Science & Technology Grant	34 416	2 901	-	-	37 317	37 317	28 015	9 302	75%	32 583	29 682
National School Nutrition Programme Grant	385 202	-	-	-	385 202	385 202	375 515	9 687	97%	357 097	357 097
Social sector EPWP Incentive Grant to Provinces	17 101	-	-	-	17 101	17 101	17 034	67	99.6%	30 402	30 402
Learners with Profound Intellectual Disabilities Grant	26 198	685	-	-	26 883	26 883	23 952	2 931	89%	26 206	25 521
	1 596 533	28 760	-	-	1 625 293	1 625 293	1 596 401	28 892	-	1 517 457	1 488 697

**Annexures to the Annual Financial Statements
 for the year ended 31 March 2020**

**Annexure 1A
 Statement of transfers to Departmental Agencies and Accounts**

Department/Agency/Account	Transfer Allocation				Transfer		2018/19
	Adjusted appropriation	Roll Overs	Adjustments	Total Available	Actual Transfer	% of Available funds transferred	Appropriation Act
	R'000	R'000	R'000	R'000	R'000	%	R'000
SETA	9 927	-	-	9 927	9 927	100%	9 400
SABC TV licence	10	-	1	11	11	100%	10
Total	9 937	-	1	9 938	9 938		9 410

**Annexures to the Annual Financial Statements
 for the year ended 31 March 2020**

**Annexure 1B
 Statement of transfers to non-profit institutions**

	Transfer Allocation				Expenditure		2018/19
	Adjusted appropriation Act	Roll Overs	Adjustments	Total Available	Actual Transfer	% of Available funds transferred	Appropriation Act
Non-Profit Institutions	R'000	R'000	R'000	R'000	R'000	%	R'000
Transfers							
Public Ordinary schools	1 357 695	-	111 385	1 469 080	1 469 080	100%	1 394 805
Independent schools	119 510	-	(973)	118 537	118 537	100%	113 179
Schools for learners with special education needs	178 320	-	2 406	180 726	180 726	100%	180 920
ECD: Gr R Public Schools	347 390	-	(877)	346 513	346 513	100%	327 375
ECD: Gr R Community Centres	84 057	-	(662)	83 395	83 395	100%	74 789
ECD: Learnerships	64 876	-	(5 195)	59 681	59 681	100%	61 372
Total	2 151 848	-	106 084	2 257 932	2 257 932		2 152 440

**Annexures to the Annual Financial Statements
for the year ended 31 March 2020**

**Annexure 1C
Statement of transfers to households**

	TRANSFER ALLOCATION				EXPENDITURE		2018/19
	Adjusted appropriation Act	Roll Overs	Adjustments	Total Available	Actual Transfer	% of Available funds transferred	Appropriation Act
Household	R'000	R'000	R'000	R'000	R'000	%	R'000
Transfers							
H/H employee service benefit: injury on duty	2 103		(1 482)	621	621	100%	269
H/H employee service benefit: leave gratuity	95 392		10 544	105 936	105 936	100%	86 678
H/H employee service benefit: PST retirement benefit	10 154		(10 154)	-	-	-	966
H/H employee service benefit: Bursaries (non-employees)	1 076		(1 076)	-	-	-	-
H/H: claims against the state (cash)	1 392		411	1 803	1 803	100%	10 785
H/H: PMT/Refund & Rem - Act /GRCE	-	-	10	10	10	100%	6
Total	110 117	-	(1 747)	108 370	108 370		98 704

**Annexures to the Annual Financial Statements
 for the year ended 31 March 2020**

**Annexure 1D
 Statement of Gifts Donations and Sponsorships Received.**

Name of Organisation	Nature of Gift Donation or Sponsorship	2019/20 R'000	2018/19 R'000
Received in kind			
Hanneli Rupert Getuienis Trust	Ethos leadership development sponsorship	1 522	1 335
LEARNIT	NSC Awards Ceremony sponsorship	-	177
Total		1 522	1 512

**Annexures to the Annual Financial Statements
for the year ended 31 March 2020**

Annexure 2A

Statement of Financial Guarantees Issued as at 31 March 2020 – Local

Guarantor Institution	Guarantee in respect of	Original guaranteed capital amount	Opening balance 1 April 2019	Guarantees drawn down during the year	Guaranteed repayments/ cancelled/ reduced/ released during the year	Revaluations	Closing balance 31 March 2020	Revaluations due to inflation rate movements	Accrued guaranteed interest for year ended 31 March 2020
		R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000
	Housing								
Standard Bank of S.A. Limited			83				83		
Firststrand Bank Limited:			149				149		
First National Bank			101				101		
ABSA									
	Total		333				333		

Financial guarantees issued relate to housing guarantees provided for employees for housing loans.

**Annexures to the Annual Financial Statements
 for the year ended 31 March 2020**

**Annexure 2B
 Statement of Contingent Liabilities as at 31 March 2020**

Nature of liability	Opening balance 1 April 2019	Liabilities incurred during the year	Liabilities paid/ cancelled/ reduced during the year	Liabilities recoverable (Provide details hereunder)	Closing balance 31 March 2020
	R'000	R'000	R'000	R'000	R'000
Claims against the department					
Various claims	274 379	55 083	(44 320)		285 142
Subtotal	274 379	55 083	(44 320)		285 142
Other					
Municipal accounts *	73 277	218 221	(233 486)	-	58 012
Subtotal	73 277	218 221	(233 486)	-	58 012
Total	347 656	273 304	(277 806)	-	343 154

Claims against the department (Various claims): The claims will only be settled when either the court decides that the department is liable or the department accepts the liability, both of which are unknown

Municipal accounts closing balance represents the total amount of outstanding municipal service accounts of schools as at 31 March 2020. It is not possible to determine the total amount of municipal services accounts of schools incurred and paid/cancelled/reduced during the year as the municipal services accounts are also settled directly by schools. Furthermore, due to the implementation of the MSCOA at municipalities, not all the data required has been received from the municipalities.

**Annexures to the Annual Financial Statements
for the year ended 31 March 2020**

**Annexure 3
Claims Recoverable**

Government Entity	Confirmed balance outstanding		Unconfirmed balance outstanding		Total		Cash in transit at year end 2019/20	
	31/03/2020	31/03/2019	31/03/2020	31/03/2019	31/03/2020	31/03/2019	Receipt date up to six (6) working days after year end	Amount
	R'000	R'000	R'000	R'000	R'000	R'000		R'000
Departments								
Department of Education - North West	-	-	-	-	-	-	-	-
Department of Premier (WAM)	-	-	32	7	32	7	-	-
Department of Health (WHW)	-	-	2	25	2	25	-	-
Department of Education - Kwazulu Natal (ZED)	-	-	-	21	-	21	-	-
Department of Basic Education (DBE)	-	-	403	403	403	403	-	-
Department of Social Development	-	-	37	-	37	-	-	-
Department of Cultural Affairs & Sport	-	-	-	5	-	5	-	-
Department of Community Safety (WSL)	-	-	-	27	-	27	-	-
Department of Human Settlement (WHA)	-	-	-	1	-	1	-	-
National Department of Labour (DLB)	-	-	-	32	-	32	-	-
Department of Economic Development and Tourism	-	-	-	550	-	550	-	-
Dept. of Local Government & Housing	-	-	1	19	1	19	-	-
Dept. of Justice & Constitutional Dev.(DJC)	-	-	52	52	52	52	-	-
Dept. of Rural development & Land Reform (WEF)	-	-	-	55	-	55	-	-
Dept. of Education E Cape (BED)	-	-	1 125	88	1 125	88	-	-
Dept. of Water and Sanitation (DWS)	-	-	-	27	-	217	-	-
Dept. of Correctional Services (DCS)	-	-	33	-	33	-	-	-
	-	-	1 685	1 502	1 685	1 502	-	-
Other Government Entities								
Education Labour Relations Council (ELRC)	-	-	5 478	4 312	5 478	4 312	-	-
	-	-	5 478	4 312	5 478	4 312	-	-
Total	-	-	7 163	5 814	7 163	5 814	-	-

**Annexures to the Annual Financial Statements
 for the year ended 31 March 2019**

**Annexure 4
 Inter-Government Payables**

Government Entity	Confirmed balance outstanding		Unconfirmed balance outstanding		Total		Cash in transit at year end 2019/20	
	31/03/2020	31/03/2019	31/03/2020	31/03/2019	31/03/2020	31/03/2019	Payment date up to six (6) working days after year end	Amount
	R'000	R'000	R'000	R'000	R'000	R'000		R'000
Departments								
Current								
Department of Justice & Constitutional Development	-	-	969	-	969	-	-	-
Department of the Premier WC	-	-	-	25	-	25	-	-
Provincial Treasury WC	-	-	-	-	-	-	-	-
Department of Education Free State	-	40	-	-	-	40	-	-
Government Motor Transport WC	-	-	1 486	314	1 486	314	-	-
Department of Education GP							-	-
SA Police Services							-	-
Department of Health	-	3	-	-	-	3	-	-
Department of Human Settlement	-	3 623	-	-	-	3 623	-	-
Department of Transport & Public Works			102	1	102	1	-	-
Total Departments	-	3 666	2 557	340	2 557	4 006		-

**Annexures to the Annual Financial Statements
for the year ended 31 March 2019**

**Annexure 5
Inventories**

Inventories for the year ended 31 March 2020	Learning and Teaching Support Material	Materials & Supplies	Assets for distribution: Machinery & Equipment	Total
	R'000	R'000	R'000	R'000
Add: Additions/Purchases - Cash	163 864	268	341 221	505 353
(Less): Issues	(163 864)	(268)	(341 221)	(505 353)
Closing balance	-	-	-	-

Inventories for the year ended 31 March 2019

Inventories for the year ended 31 March 2019	Learning and Teaching Support Material	Materials & Supplies	Assets for distribution: Machinery & Equipment	Prior period error	Total
	R'000	R'000	R'000	R'000	R'000
Add: Additions/Purchases - Cash	102 666	39 578	401 348	-	543 592
(Less): Issues	(102 666)	(39 578)	(401 348)	-	(543 592)
Closing balance	-	-	-	-	-

These items include stationery, textbooks, school furniture and IT equipment which vary in price and have been issued to schools.

**Annexures to the Annual Financial Statements
 for the year ended 31 March 2020**

**Annexure 6
 Movement in Capital Work-in-Progress**

Movement in Capital Work-in-Progress for the year ended 31 March 2020

	Opening balance	Current Year Capital WIP	Ready for use (Asset register)/ Contract terminated	Closing balance
	R'000	R'000	R'000	R'000
Buildings and other Fixed Structures	1 060 699	922 842	(658 171)	1 325 370
Non-residential buildings	1 060 699	922 842	(658 171)	1 325 370
Total	1 060 699	922 842	(658 171)	1 325 370

Movement in Capital Work-in-Progress for the year ended 31 March 2019

	Opening balance	Prior period errors	Current Year Capital WIP	Ready for use (Asset register)/ Contract terminated	Closing balance
	R'000	R'000	R'000	R'000	R'000
Buildings and other Fixed Structures	557 699	(6 835)	1 123 920	(614 085)	1 060 699
Non-residential buildings	557 699	(6 835)	1 123 920	(614 085)	1 060 699
Total	557 699	(6 835)	1 123 920	(614 085)	1 060 699

**Annexures to the Annual Financial Statements
for the year ended 31 March 2020**

Annexure 7

Transport assets as per finance lease register year ended 31 March 2020

Movable Tangible Capital Assets – GG Vehicles

Movement in movable tangible capital assets per asset register for the year ended 31 March 2020

	Opening balance	Value adjustments	Additions	Disposals	Closing balance
	R'000	R'000	R'000	R'000	R'000
	95 543	-	9 397	(7 232)	97 708
Transport assets- GG Motor Vehicles	95 543	-	9 397	(7 232)	97 708
Total movable tangible capital assets	95 543	-	9 397	(7 232)	97 708

Movement for 2018/19

Movement in movable tangible capital assets per asset register for the year ended 31 March 2019

	Opening balance	Prior period error	Additions	Disposals	Closing balance
	R'000	R'000	R'000	R'000	R'000
Machinery and equipment	92 916	-	10 108	(7 481)	95 543
Transport assets	92 916	-	10 108	(7 481)	95 543
Total movable tangible capital assets	92 916	-	10 108	(7 481)	95 543

As at 31 March 2020 the department used 505 (March 2019: 509) motor vehicles which were under a financing arrangement unique to the Western Cape and this Annexure 7 enhance the minimum requirement to Modified Cash Standard.



Part E
Appendices

APPENDIX A: Service Delivery Improvement Plan (SDIP)

The Department has completed a Service Delivery Improvement Plan (SDIP) for 1 April 2018 to 31 March 2021. The tables below highlight the service delivery plan and the achievements to date.

Main Service and Standards

Main Services	Beneficiaries	Current/actual standard of service	Desired standard of service	Actual achievement
Examinations Registrations and Client Service Support	<ul style="list-style-type: none"> Learners Educators Public Service staff Officials from other National- and Provincial Government Departments Officials from Local municipalities Staff members of NGO's Citizens 	<ul style="list-style-type: none"> 31 853 clients were assisted at the Walk-in Centre (located at Head Office) for Senior Certificate (SCA) and National Senior Certificate (NSC) registrations <p>The nationally declared increase of matric examination opportunities are the major reason for the increase in enquiries, client registrations and related services offered throughout the financial year. The decentralisation of services to district offices are still being investigated and being considered</p>	<ul style="list-style-type: none"> 7 000 clients assisted at the Walk-in Centre (located at Head Office) for SCA registrations 7 000 clients assisted at the Walk-in Centre (located at Head Office) for NSC registrations <p><i>It is envisaged that the reduction in the number of clients assisted at the Walk-in Centre (located at Head Office) would be due to the increase in the number of clients accessing the registration service on-line or at their closest District Office (if the service is decentralized)</i></p>	<p>48 597 clients were assisted at the Walk-in Centre for the period 1 April 2019 to 19 March 2020. Separate statistics for SCA vs NSC enquiries were not available</p> <p>Examination functions were not fully decentralised to districts, because most clients felt that Head Office was more accessible (on bus, taxi and train route) than the District offices. Clients preferred to travel to Head Office for registration or any other exam related matter</p> <p>Service delivery to clients continued, despite the COVID-19 Lockdown, through non-contact engagements with clients via email and drop off boxes</p>

Main Services	Beneficiaries	Current/actual standard of service	Desired standard of service	Actual achievement
				<p>The increased number of candidates enquired about the exam details and available exam materials, exam timetable, despite all examination related information being available online and in pamphlet format. This calls for more advocacy to this group of clients and increase the use of electronic media</p> <p>19 361 adult (SC) candidates and 11 661 NSC 201911 candidates have been registered for the NSC/SC June 2020 examination</p> <p>In excess of 16 604 candidates were registered for the SC 2020/06 exam using hard copies</p>

Main Services	Beneficiaries	Current/actual standard of service	Desired standard of service	Actual achievement
		<p>Examinations Client Service Support:</p> <p>31 853 clients were assisted at the Walk-in Centre</p>	<p>30 000 clients will be assisted at the Walk-in Centre</p>	<p>48 597 clients were assisted at the Walk-in Centre for the period 1 April 2019 to 19 March 2020</p> <p>In excess of 19 000 candidates registered for the SC 2020/06 exam, which increased the number of candidates enquiring about the exam, available exam materials, exam timetable, etc. although all examination related information was available online</p> <p>Compulsory closure of the WCED offices from 19 March 2020 due to the COVID-19 situation. The Walk-in Centre did not attend to face-to-face clients but a drop off box for completed applications were processed daily. Service Delivery to clients continued, through non-contact engagements with clients via email and drop off boxes</p>

Main Services	Beneficiaries	Current/actual standard of service	Desired standard of service	Actual achievement
		<p>17 026 switchboard calls were attended by exams personnel (certification unit). However, the current telephone system does not allow for automated reporting</p>	<p>20 000 switchboard calls are estimated to be attended by exams personnel</p>	<p>21 714 switchboard calls were attended to by exams personnel (certification unit)</p> <p>Calls being dealt with mainly relate to Registration enquiries or the release of the NSC and SC results. It would be more feasible and productive to have a dedicated team assisting with examination telephone enquiries, whether result or registration related. Currently the staff responsible for the processing of results and registrations are also responsible for telephone service and this is counterproductive</p> <p>The upgrading of the current telephone system was in the process of being implemented, however this will resume after the COVID-19 lockdown is lifted</p>

Main Services	Beneficiaries	Current/actual standard of service	Desired standard of service	Actual achievement
		<p>7 639 applications for certificates were processed. The reduction in the number of replacement certificates being requested could be due to the implementation of a bulk sms system where candidates are informed via sms to collect their certificates from their schools, hence fewer unclaimed certificates have to be pulped and then later replaced.</p>	<p>10 000 applications for certificates processed</p>	<p>14 688 applications for replacement or combined certificates were processed</p> <p>The increase in the number of replacement certificates being requested is the norm after the release of the NSC 2019/11 results where candidates combine results to qualify for the NSC and/or for possible registration for the 2020/06 NSC supplementary exam</p> <p>The increase in the number of replacement certificates can also be ascribed to the fact that the Certification Unit annually destroys NSC of candidates that were not collected from the respective schools after a 3-year period. This is in line with Umalusi Policy, which state that i.e. Provincial Education Departments (PEDs) may only store certificates for up to 3 years after issue. When candidates, however, are in need of the certificate, in most instances, the</p>

Main Services	Beneficiaries	Current/actual standard of service	Desired standard of service	Actual achievement
				<p>certificates were already destroyed. Candidates are more aware that DBE is moving to one qualification and they are trying to complete the SC qualification, with different requirements, before it is phased out in 2021</p>
		<p>15 237 applications for statement of results (SoR) were processed. Increased applications were directly linked to the increased matric examination opportunities.</p>	<p>13 446 applications for statement of results were processed</p>	<p>11 523 applications for statement of results (SoR) were processed collectively for the 201906 SC and the 201911 NSC/SC examinations</p> <p>The request for copies of statement of results generally increase after the release of the SC and NSC exam results. After the release of results, candidates require statements for registration with tertiary institutions.³</p> <p>As a result of an advocacy campaign, fewer full-time candidates requested SoRs and collected it either at school or the designated centres within the communities</p>

Main Services	Beneficiaries	Current/actual standard of service	Desired standard of service	Actual achievement
		<p>Examinations Registration:</p> <p>19 265 candidates registered for the SC 201906 examination</p> <p>7 319 (38%) candidates used the online application. This was an increase of 10,3% compared to 201806 and may reflect that the system is functioning more effectively than before</p> <p>12 824 candidates registered for the NSC Supplementary exam (almost doubling the 201803 enrolment of 6 877). Increased NSC enrolment was due to changes in the admission criteria and the extended application period</p>	<p>26 000 (75%) on-line registrations (SC, NSC repeat). In 2019, the Supplementary exam will also be written in June, hence the increase in candidates</p>	<p>Only 2 757 (14, 5%) of the 19 000 SC 202006 candidates successfully registered via the e-Services online platform. This may be partially due to accessibility, as the target group is largely from disadvantaged communities, as well as the lack of a targeted approach to encourage clients to use the online platform and the lack of a formal provincial help-desk to deal with technical issues and provide support to clients</p> <p>Client services also participated in WCED 2nd Chance Programme and registered candidates by completing hard copies at these sessions</p>

Main Services	Beneficiaries	Current/actual standard of service	Desired standard of service	Actual achievement
		<p>100% of applications for certificates were processed within 10 working days from receipt of a correctly completed application form</p> <p>Re-issue and combination requests require 10 - 15 days. The office is dependent on external role players to comply with due dates viz. SITA & Umalusi. System delays and rejections of applications negatively impacts service delivery and prolongs issuing of certificates</p>	<p>90% of applications for certificates are processed within 10 working days from receipt of a correctly completed application form</p>	<p>82.5% of applications for certificates were processed within 10 working days from receipt of a correctly completed application form. System challenges has a direct impact on effective service delivery in shorter time frames. Re-issue and combination requests require 10 - 15 working days</p> <p>The office is dependent on external role players to comply with due dates viz. SITA and Umalusi. Communication and regular follow-up with service providers are on record and to expedite outstanding requests will require system changes from them</p>
		<p>1 891 verifications of qualification requests were concluded. The Province only verifies certificates issued prior to Umalusi's take over as accreditation authority in 1992.</p>	<p>2 850 verifications of qualification requests will be concluded</p>	<p>2 569 verifications of qualification requests were concluded. Verification requests are completed within 48 hours or less, hence there is no waiting period for these requests</p>

Main Services	Beneficiaries	Current/actual standard of service	Desired standard of service	Actual achievement
		<p>Hence the decrease in the number of requests for the verification is due to the aging of the population that this function covers. Fewer persons from this age group are seeking new employment</p>		<p>The Province only verifies certificates issued prior to Umalusi's instatement as accreditation authority in 1992</p> <p>The decrease in the number of requests for the verification could be due to the aging of the population that this function covers. Fewer persons from this age group are seeking new employment, hence there are fewer requests to verify these "old" results. The office also verifies current results that has not been certified yet</p> <p>No verifications were received or processed during December 2019 due to the closure of verification agencies for the holidays</p> <p>SAQA in process of scanning all records prior to 1992 and the project is not yet completed. WCED is therefore not in possession of all documents yet to verify all request immediately</p>

Main Services	Beneficiaries	Current/actual standard of service	Desired standard of service	Actual achievement
		<p>3 907 requests for re-mark of subjects/matric results were concluded</p> <p>This was the first fully automated application process, and this may have contributed to the decreased number of applications received</p>	<p>5 200 requests for re-mark of subjects/matric results are estimated</p>	<p>4 663 requests for re-mark of subjects/matric results:</p> <ul style="list-style-type: none"> • 4 417 NSC 2019/11 re-mark requests were processed, and candidates were resulted • 246 SC 2019/11 re-mark requests were processed, and candidates were resulted <p>The reduced number of requests for re-mark (against the desired standard), could be due to the compulsory closure of the WCED offices from 19 March 2020 due to the COVID-19 situation. The Walk-in Centre did not attend to face-to-face clients but a drop off box for completed applications were processed daily. Service delivery continued in the absence of face-to-face clients</p>

Main Services	Beneficiaries	Current/actual standard of service	Desired standard of service	Actual achievement
		147 278 persons accessed the WCED NSC Results webpage. Increased website hits were directly linked to the increased matric examination opportunities	83 606 persons accessed the WCED NSC Results webpage	The WCED online exams landing page was accessed 288 110 times during this period. The exam webpage contains registration information for both the SC and NSC examinations as well as links to resources, tuition centres and copies of admission letters and results Year on year with the increased access to cellphones and technology, the access to retrieve NSC results via the website should increase
		44 880 Individual NSC Results were accessed on the WCED NSC Results webpage	21 850 Individual NSC Results were accessed on the WCED NSC Results webpage	37 338 Individual NSC Results were accessed on the WCED NSC Results webpage Year on year with the increased access to cellphones and technology, the access to retrieve NSC results via the website should increase

Main Services	Beneficiaries	Current/actual standard of service	Desired standard of service	Actual achievement
Communication to Parents and Citizens	<ul style="list-style-type: none"> • Parents • Learners • General public • Journalists • Learners • Educators • Public Service staff • Officials from other National and Provincial Government departments • Officials from Local municipalities • Staff members of NGO's • Citizens 	WCED maximised its resources and improved communication with parents and citizens with the focus on at least 4 major media campaigns linked to the strategic priorities	WCED wishes to maximise its resources and improve communication with parents and citizens with the focus on at least 4 major media campaigns linked to the strategic priorities	The WCED is investigating means to improve communication with parents at a direct level. The development of WCED news and its distribution has proved successful in getting positive news out to parents and communities. The filling of a social media post has also improved communication on various social media platforms - expanding our reach.
		Communication: 4 Annual Major campaigns to support WCED strategic objectives concluded	4 Annual Major campaigns to support WCED strategic objectives	4 Annual Major campaigns to support WCED strategic objectives were achieved, as well as, additional campaigns
		Media services: 92 media statements of key activities and developments relevant to key strategic objectives were published, mainly due to additional examination opportunities	80 media statements on key activities and developments relevant to key strategic objectives	62 media statements were released The Minister's spokesperson was on extended leave and subsequently resigned during quarter 3 of the reporting period, which contributed to the underachievement

Main Services	Beneficiaries	Current/actual standard of service	Desired standard of service	Actual achievement
		Media services: 49% proactive media coverage relevant to key strategic objectives was achieved	50% positive media coverage relevant to key strategic objectives	45% positive media coverage relevant to key strategic objectives was achieved for April and May 2019 Statistics was not available for the rest of the financial year. The Department of the Premier's Strategic Communication stopped compiling statistics per department. We believe alternative arrangements will be made in future
		Language services: Editing and Translation concluded: • 3 108 documents • 11 641 pages	Language services: Editing and Translation: • 1 450 documents • 5 369 pages	Language services: Editing and Translation concluded: • 1 270 documents • 4 521 pages
		5 981 Edumedia services requested (incl. DTP, Maintenance of the WCED on-line website; http://wcedon-line.westerncape.gov.za ; CD/DVD duplication, printing, audio & video production)	2 616 Edumedia services requested (incl. DTP, Maintenance of the WCED on-line website; http://wcedon-line.westerncape.gov.za ; CD/DVD duplication, printing, audio & video production)	4 228 Edumedia services requested (incl. DTP, Maintenance of the WCED on-line website; http://wcedon-line.westerncape.gov.za ; CD/DVD duplication, printing, audio & video production)

Main Services	Beneficiaries	Current/actual standard of service	Desired standard of service	Actual achievement
		Marketing services:		
		The number of impacts varied per campaign and per year, depending on the medium chosen to deliver the campaign.		
		The 2018/19 impacts achieved:	Number of impacts planned:	Number of impacts achieved
		<u>Early Enrolment Campaign:</u> 9 290 posters and 134 100 pamphlets distributed to 1 066 schools and to Head Office and 8 District offices in January 2019 Paid for campaigns which ran from 11 February 2019 to 15 March 2019 enabled the Department to reach the target audience through: <ul style="list-style-type: none"> • Print: Newspapers – 300 261 • Digital/social media – Impression 900 666 • Radio: Umhlobo Wenene, KFM, Heart – 806 960 listeners 	<u>Early Enrolment Campaign:</u> 21 830 posters and 265 000 pamphlets distributed to 1 086 schools and 8 District offices <i>(these totals are estimated at the 2017/18 totals as numbers depend on actual enrolment in Grade R & 6)</i>	<u>Early Enrolment Campaign:</u> The digital campaign targeted specific audiences via Facebook, Twitter and Google ads. <ul style="list-style-type: none"> • 6 346 posters and 196 920 pamphlets were distributed to 1 449 schools (including ECD centres) and to Head Office and the 8 district offices in January 2020. The paid for campaign ran from 11 February 2020 to 17 March 2020. • The targeted reach was over 5,7 million listeners on various radio stations, like Umhlobo Wenene, KFM and Heart FM.

Main Services	Beneficiaries	Current/actual standard of service	Desired standard of service	Actual achievement
				<p><u>Early Enrolment Campaign:</u></p> <ul style="list-style-type: none"> • Out of home advertising reaching 31,2 million people via foot traffic and more than 300 000 readers reached through print media during the campaign period. • Social media paid for advertising: <ul style="list-style-type: none"> ○ Facebook: 1 898 260 impressions, i.e. number of times it was posted and shared on timelines ○ Twitter: reached 267 220 feeds on twitter ○ Google ads: reached 636 671 individual feeds

Main Services	Beneficiaries	Current/actual standard of service	Desired standard of service	Actual achievement
		<p><u>Matric Support Campaign:</u></p> <p>53 000 booklets distributed to Grade 12 learners enrolled at Secondary and Special Schools</p> <p><i>(total depends on actual Grade 12 enrolment confirmed by June)</i></p>	<p><u>Matric Support Campaign:</u></p> <p>55 500 booklets distributed to Grade 12 learners enrolled at Secondary and Special schools</p> <p><i>(total depend on actual Grade 12 enrolment confirmed by June)</i></p>	<p><u>Matric Support Campaign:</u></p> <p>53 800 booklets distributed to Grade 12 learners enrolled at 450 Secondary and Special Schools</p> <p><i>(total depends on actual Grade 12 enrolment confirmed by June)</i></p>
		<p><u>Mathematics and Language Campaign:</u></p> <p>The campaign was postponed to 2019/20 financial year, due to amongst others, the ELearning System development delays</p>	<p><u>Mathematics and Language Campaign:</u></p> <p>Traditional marketing campaign using radio, digital and out of home channels reaching our target audience of about 321 000 foundation phase learners</p>	<p><u>Mathematics and Language Campaign:</u></p> <p>Story Stars essay competition:</p> <ul style="list-style-type: none"> • Booklets and Story Stars cut-outs were distributed to all Grade 4 learners in January 2020 • Website and video were completed and launched. Video available in all 3 official languages • Deadline for entries was 20 March 2020. Campaign to be completed in the 2020/21 Financial Year - as planned.

Main Services	Beneficiaries	Current/actual standard of service	Desired standard of service	Actual achievement
		<p><u>Anti-Bullying Campaign:</u></p> <p>Launched in August 2019 and promoted via Social Media in March 2019:</p> <ul style="list-style-type: none"> Produced 2 videos and a mobi site –promoted organically and via a paid for digital marketing campaign In November 2019, the campaign targeted Facebook with 16 000 views, Twitter and YouTube with 44 000 views In the March 2019 campaign, there were 255 823 views on Facebook, Twitter and YouTube 	<p><u>Anti-Bullying Campaign:</u></p> <p>Annual campaign to promote anti-bullying, physical and cyber bullying in schools.</p>	<p><u>Anti-Bullying Campaign</u></p> <p><i>Groundwork for the campaign was done, but the campaign could not be finalised because of the Covid19 pandemic. Materials for schools which was at the centre of this year's concept, could not be manufactured or procured because of the import ban caused by the Covid-19 pandemic.</i></p>

Main Services	Beneficiaries	Current/actual standard of service	Desired standard of service	Actual achievement
		<p><u>Additional achievement:</u></p> <p>Ad-hoc campaigns during the reporting period included:</p> <ul style="list-style-type: none"> • The Values Campaign (21 250 posters) • Safe Schools Poster Campaign-(3 800 posters) • The eLearning Poster Campaign (14 610 posters). This campaign was also supported by a social media campaign via Facebook and Twitter during February and March 2019 <p>The abovementioned posters were distributed to 1 906 WCED institutions, including, primary, high, special schools and ECD centres, Head Office and the 8 District offices</p>		<p><u>Additional achievement:</u></p> <ul style="list-style-type: none"> • Values, Themes Campaign: posters distributed to High and Primary Schools - actual statistics not available at this stage • Bathroom Project in support of WCEDs T2O and Growth Mindset: posters with inspirational quotes by celebrities for High School learners and Growth Mindset quotes to inspire primary school learners were distributed to schools at the beginning of 2020

Main Services	Beneficiaries	Current/actual standard of service	Desired standard of service	Actual achievement
		83% compliance with brand requirements achieved	100% compliance with brand requirements achieved	84,55% brand compliance achieved
		On-line services:		
		Visits to website: <ul style="list-style-type: none"> Quarter 1 = No analytics available Quarter 2 = 7 604 070 hits Quarter 3 = 4 827 801 hits Quarter 4 = New website launched on 24 January 2019. Used Google analytics to track behaviour. The statistics for the period 24 January 2019 till 31 March 2019 was 147 173 users and 850 324 pages viewed 	1 million visits to website	Google analytics shows that there were more than 5.5 million views on the website, with the most visited landing pages being: <ul style="list-style-type: none"> Admissions site: 1 million views; Vacancies: 770 000 views; Examinations site: almost 500 000 views; Support to Grade 12s in the form of exam papers and memos: more than 250 000 views.
		876 673 EPortal users. Increased access due to the popularity of the site and its benefits to users	250 000 EPortal users	2 273 071 EPortal users The page views were not consistently tracked throughout the year
		98% satisfied visitors to Walk-in Centre	100% satisfied visitors to Walk-in Centre	100% satisfied visitors to Walk-in Centre. Breakdown: <ul style="list-style-type: none"> Client queries: 9 304; Clients at visitor's entrance: 2 804 Documents received: 5 910.

Main Services	Beneficiaries	Current/actual standard of service	Desired standard of service	Actual achievement
		88% for the Call Centre (Customer Survey feedback)	92% for the Call Centre (Customer Survey feedback)	97% for the Call Centre (Customer Survey feedback) Call Centre Stats for 1st, 2nd and 4th quarter only. 3rd quarter statistics were not available because of a systems error that could not be resolved. - Calls Received: 56 712 - Callbacks: 207 - Emails: 259
		83% compliance with brand identity on website achieved	100% compliance with brand identity	84,55 % brand compliance for the reporting period

Batho Pele arrangements with beneficiaries (Consultation, access, etc.)

Current/actual arrangements	Desired arrangements	Actual achievements
<p>Examinations Registrations and Client Service Support</p> <p>Consultation: Clients were consulted through:</p> <ul style="list-style-type: none"> a) 4 x Assessment Coordinators' Forum meetings held b) 4 x Exam Coordinators' Forum meetings held per annum c) 4 x Provincial Principals' Forum meetings held per annum (1 per quarter) d) 4 x Provincial Education Labour Relations Council (PELRC) meetings held per annum (1 per quarter) 	<p>Consultation: Clients were consulted through:</p> <ul style="list-style-type: none"> a) Quarterly Assessment Coordinators' Forum meetings held per annum b) 4 Exam Coordinators' Forum meetings held per annum c) 4 x Provincial Principals' Forum meetings held quarterly d) 4 x Provincial Education Labour Relations Council (PELRC) meetings held quarterly 	<p>Consultation: Clients were consulted through:</p> <ul style="list-style-type: none"> a) Quarterly Assessment Coordinators' Forum meetings held b) 4 x Exam Coordinators' Forum meetings held c) 4 x Provincial Principals' Forum meetings held quarterly (1 per quarter) d) 4 x Provincial Education Labour Relations Council (PELRC) meetings held quarterly (1 per quarter)

Current/actual arrangements	Desired arrangements	Actual achievements
<p>e) Annual Customer Satisfaction Survey Report was concluded</p> <p>The 2018 Customer Satisfaction Survey Report recorded the following written feedback for Examination and Assessment support:</p> <ul style="list-style-type: none"> i. General comments = 25 ii. Complaints = 12 iii. Compliments = 27 <p>These will be investigated, addressed and the feasible suggestions will be incorporated</p>	<p>e) Annual Customer Satisfaction Survey Report concluded by end September</p>	<p>e) Annual Customer Satisfaction Survey Report was concluded by end October 2019:</p> <p>The 2019 Customer Satisfaction Survey Report recorded the following written feedback for Examination and Assessment support:</p> <ul style="list-style-type: none"> i. General comments = 16 ii. Complaints = 6 iii. Compliments = 21 <p>The 2019 Customer Satisfaction Survey Report recorded the following written feedback for Communications to schools:</p> <ul style="list-style-type: none"> i. General comments = 77 ii. Complaints = 29 iii. Compliments = 73 <p>The compliments for both services outweigh the complaints by more than 50%. All complaints (anonymous) will be investigated and addressed as feasible learning opportunities.</p>

Current/actual arrangements	Desired arrangements	Actual achievements
<p>f) Suggestion box within the Exams Client Service Centre during operating times:</p> <ul style="list-style-type: none"> i. One of the suggestions – to conduct information sessions in communities has been considered and has been implemented to a limited extent through information sessions at Chrysalis Youth Centre career days and at Second Chance Programme information sessions (St Frances, Gugulethu) ii. In 2019, information sessions at Community Learning Centres (CLCs) providing tuition to adult learners will be implemented as part of the advocacy for the SC June 2020 examination 	<p>f) Manage the suggestion box and feedback mechanism during the financial year</p>	<p>f) Suggestion box within the Exams Walk-in Client Service Centre during operating times:</p> <p>Comments ranged from compliments to the effective and friendly service delivered. At the other spectrum, the Exams Walk-in Centre encountered livid clients who were unhappy about the small, cramped Walk-in Centre with only 4 consultants.</p>

Current/actual arrangements	Desired arrangements	Actual achievements
<p>Access: The service was accessible:</p> <p>a) Via the Walk-in Centre: 2nd Floor, Grand Central Towers (weekdays from 07:30 – 16:00). (January until 17:00)</p>	<p>Access: The service is accessible:</p> <p>a) Via the Walk-in Centre: 2nd Floor, Grand Central Towers (weekdays from 07:30 – 16:00). (January until 17:00)</p>	<p>Access: The service was accessible:</p> <p>a) Via the Walk-in Centre: 2nd Floor, Grand Central Towers (weekdays from 07:30 – 16:00). (January until 17:00)</p> <p>Compulsory closure of the WCED offices from 19 March 2020 due to the COVID-19 situation. The Walk-in Centre did not attend to face-to-face clients but a drop off box for completed applications were processed daily. Service delivery continued in the absence of face-to-face clients.</p>

Current/actual arrangements	Desired arrangements	Actual achievements
b) During January, District offices were used as drop-off points for candidates to submit applications for the NSC 201906 supplementary exam. A pilot study at two district offices in support of the work study investigation testing the feasibility to decentralise this function to all districts was initiated. The project plan was extended beyond 2018/19 financial year	b) The outcomes of the work study report will be phased-in during implementation	b) Decentralisation of Exams Services were offered to feasible District offices. However, further decentralisation was halted due to clients' preference to access services at Head Office.
Additional achievement: c) Via the Switchboard (0214672300): 5 th floor, Grand Central Towers (weekdays from 07:30 – 16:00) d) Online – online applications for: i. Duplicate Matric certificates ii. Duplicate Teacher qualifications		Additional achievement: c) Via the Switchboard (0214672300): 5 th floor, Grand Central Towers (weekdays from 07:30 – 16:00) d) Online – online applications for: i. Duplicate Matric certificates ii. Duplicate Teacher qualifications

Current/actual arrangements	Desired arrangements	Actual achievements
The accessibility of services was also improved through: a) Way-finding and signage boards are present/visible & in 3 Official languages of the Province b) Wheelchair accessibility at all physical locations. Disabled access is still a challenge, especially with the Walk-in Centre situated on the 2 nd floor. The elevators are used when required c) Elevator floor numbers are available in braille d) Extended working hours (during exam registration and resulting periods)		The accessibility of services was also improved through: a) Way-finding and signage boards are present/visible & in 3 Official languages of the Province b) Wheelchair accessibility at all physical locations. Disabled access is still a challenge, especially with the Walk-in Centre situated on the 2 nd floor. The elevators are used when required c) Elevator floor numbers are available in braille d) Extended working hours (during exam registration and resulting periods)

Current/actual arrangements	Desired arrangements	Actual achievements
<p>Courtesy: Courtesy was reported and measured through:</p> <p>a) 96% (satisfaction to excellent ratings) to WCED website 2018 CSS report</p> <p>b) 84% (satisfaction to excellent ratings) to responses to telephone enquiries within the 2018 CSS report</p> <p>c) 78% (satisfaction to excellent ratings) to response to written enquiries within the 2018 CSS report</p>	<p>Courtesy: Courtesy was reported and measured through:</p> <p>a) 98% (satisfaction to excellent ratings) to WCED website 2019 CSS report</p> <p>b) 98% (satisfaction to excellent ratings) to responses to telephone enquiries within the 2019 CSS report</p> <p>c) 98% (satisfaction to excellent ratings) to response to written enquiries within the 2019 CSS report</p>	<p>Courtesy: Courtesy was reported and measured through:</p> <p>a) 95% (satisfaction to excellent ratings) to WCED website 2019 CSS report. The CSS report illustrates school-based staff satisfaction to service delivery, while the Exams landing page reported 51% increase of users (staff, learners, parents, etc.) between the previous (2018/19) and reporting (2019/20) financial year. Not all above-mentioned clients were surveyed</p> <p>b) 84% (satisfaction to excellent ratings) to responses to telephone enquiries within the 2019 CSS report. The upgrading of the current telephone system was in the process of being implemented, however this will resume after the COVID-19 Lockdown is lifted</p> <p>c) 79% (satisfaction to excellent ratings) to responses to written enquiries within the 2019 CSS report. It is agreed that special interventions for both telephone and written queries are required. The challenge is for individual service managers to effectively implement a dedicated intervention which addresses their unique delivery to clients</p>

Current/actual arrangements	Desired arrangements	Actual achievements
<p><u>Additional achievement:</u></p> <ul style="list-style-type: none"> a) All telephonic complaints were investigated and amicably resolved with clients b) Presidential hotline queries were resolved at 99.4% success rate within prescribed timelines c) Code of Conduct: Only 548 (1.31%) of 41 906 employees were subjected to recorded Misconduct/disciplinary hearings during the financial year d) Professional standard/ business rules of the Department: WCED was rated as 92% for the value "Competence" Satisfactory to Excellent within the 2018 Client Satisfaction Survey Report e) 83% of client rated WCED responses to written communications within 14 days upon receipt, as Satisfactory to Excellent f) In-house Customer Care Training was provided to staff as part of annual scheduled training programmes g) Staff and managers could nominate officials in accordance with Performance Management and Developmental needs h) Informal in-service training was offered to all Walk-in Centre staff on a monthly basis. Only the Interns attended formal training in 2018/19 		

<p>Openness and transparency: Openness and transparency was achieved through:</p> <ul style="list-style-type: none"> a) The following publications (in 3 official languages of the Province and obtainable via the Walk-in Centre and the departmental website): <ul style="list-style-type: none"> i. Annual Citizen's Report disseminated by end January 2019 ii. Annual Performance Plan (APP) tabled by end February iii. Annual Reports (AR) tabled by end September b) On-line (website) feedback mechanisms was not available. The SOP for this service was not concluded due to new website and analytics developments <p><i>Documents above are printed based on legislative quantities required. It is advertised on the WCED's website that print copies can be provided based on motivational requests</i></p> <ul style="list-style-type: none"> c) Due dates for Exams Registrations were shared using the Thusong Programme within the Province d) Client Satisfaction Surveys: The 2018 Customer Satisfaction Report revealed that 84.7%, 76.0% and 96% client satisfaction were recorded in respect of telephone, written communication and the website 	<p>Openness and transparency: Openness and transparency is further achieved through:</p> <ul style="list-style-type: none"> a) The publications (in 3 official languages of the Province and obtainable via the Walk-in Centre and the departmental website): <ul style="list-style-type: none"> i. Annual Citizen's Report disseminated by end November ii. Annual Performance plans (APP) tabled by end February iii. Annual Reports (AR) tabled by end September b) Improved on-line (website) feedback mechanism (improve on SOP implementation) <p><i>Documents above are printed based on legislative quantities required. It is advertised on the WCED's website that print copies can be provided based on motivational requests</i></p> <ul style="list-style-type: none"> c) Increase information sharing by using the Thusong Programme within the Province (subject to annual revised programme 	<p>Openness and transparency: Openness and transparency is further achieved through:</p> <ul style="list-style-type: none"> a) The following publications (in 3 official languages of the Province and obtainable via the Walk-in Centre and the departmental website): <ul style="list-style-type: none"> i. Annual Citizen's Report 2018/19 was disseminated by end January 2020 ii. Annual Performance Plan (APP) tabled by end February 2020 iii. Annual Reports (AR) 2018/19 tabled by end September 2019 b) Improved on-line (website) feedback mechanisms through the "Give Feedback" function which is visible on each page <p><i>Documents above are printed based on legislative quantities required. It is advertised on the WCED's website that print copies can be provided based on motivational requests</i></p> <ul style="list-style-type: none"> c) Due dates for Exams Registrations were shared using the Thusong Programme within the Province
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<p>Value for Money:</p> <p>a) The costs for replacement matric certificates, education qualifications, etc. were kept to a minimum</p> <p>b) Cost for confirmation of results: R47</p> <p>c) Cost for combined certificates: R118</p> <p>d) Cost for duplicate copies of certificates: R118</p> <p>e) Cost for Duplicate Teacher diplomas: R118</p> <p>f) Cost for application for re-mark: R112</p> <p>g) Cost for application for re-check: R27</p> <p>h) Cost for application to view a script: R219</p> <p><i>Costs indicated above are national tariffs which are revised on an annual basis. Bank card facilities were available at the WCED cashier's offices for clients' convenience and EFT payments were encouraged</i></p>	<p>Value for Money:</p> <p>a) The costs for replacement matric certificates, education qualifications, etc. are kept to a minimum</p> <p>b) Cost for confirmation of results: R46</p> <p>c) Cost for combined certificates: R118</p> <p>d) Cost for duplicate copies of certificates: R118</p> <p>e) Cost for Duplicate Teacher diplomas: R118</p> <p>f) Cost for application for re-mark: fees not available yet</p> <p>g) Cost for application for re-check: fees not available yet</p> <p>h) Cost for application to view a script: fees not available yet</p> <p><i>Costs indicated above are national tariffs which are revised on an annual basis</i></p>	<p>Value for Money:</p> <p>a) The costs for replacement matric certificates, education qualifications, etc. were kept to a minimum</p> <p>b) Cost for confirmation of results: R50</p> <p>c) Cost for combined certificates: R130</p> <p>d) Cost for duplicate copies of certificates: R130</p> <p>e) Cost for Duplicate Teacher diplomas: R130</p> <p>f) Cost for application for re-mark: R112</p> <p>g) Cost for application for re-check: R50</p> <p>h) Cost for application to view a script: R219</p> <p><i>Costs indicated above are national tariffs which are revised on an annual basis</i></p>
<p>Communication to Parents and Citizens Consultation:</p> <p>Clients were consulted through:</p> <p>a) 2018 Annual Customer Satisfaction Report concluded</p> <p>b) On-line feedback mechanism was affected by new website development</p> <p>c) 4 x Principals Forums held</p> <p>d) 4 x PELRC meetings held</p>	<p>Consultation:</p> <p>Clients are consulted through:</p> <p>a) 2019 Annual Customer Satisfaction Report concluded and uploaded on the WCED website</p> <p>b) 1 452 items recorded using the on-line feedback mechanism</p> <p>c) 4 x Principals Forums held</p> <p>d) 4 x PELRC meetings held</p>	<p>Consultation:</p> <p>Clients are consulted through:</p> <p>a) 2019 Annual Customer Satisfaction Report concluded and uploaded on the WCED website</p> <p>b) Statistics for the recording of the on-line feedback was not available</p> <p>c) 4 x Principals Forums held</p> <p>d) 4 x PELRC meetings held</p>

Current/actual arrangements	Desired arrangements	Actual achievements
<p>e) Quarterly analysis of media publications concluded and reported upon:</p> <ul style="list-style-type: none"> i. Quarter 1: 1 525 media hits, of which 814 were proactive ii. Quarter 2: 1 735 media hits, of which 889 were proactive iii. Quarter 3: 1 549 media hits, of which 817 were proactive iv. Quarter 4: 3 167 media hits, of which 1 391 were proactive v. Total: 7 976 media hits, of which 3 911 were proactive 	<p>e) Quarterly analysis of media publications concluded and reported upon</p>	<p>e) Quarterly analysis of media publications concluded and reported upon for only 2 of the 4 quarters during the financial year. The Department of the Premier stopped with the assessment and collation</p> <p>f) The 2019 Customer Satisfaction Survey Report recorded the following written feedback for Communication to schools:</p> <ul style="list-style-type: none"> i. General comments = 77 ii. Complaints = 29 iii. Compliments = 73 <p>The compliments for both services outweigh the complaints by more than 50%. All complaints (anonymous) will be investigated and addressed as feasible learning opportunities</p>
<p>Access:</p> <p>The service was accessible-:</p>	<p>Access:</p> <p>The service is accessible-:</p>	<p>Access:</p> <p>The service was accessible-:</p>
<p>a) At WCED Head Office, 2nd Floor, Grand Central Towers, Lower Parliament Street, Private Bag X9114, Cape Town 8000</p>	<p>a) At WCED Head Office, 2nd Floor, Grand Central Towers, Lower Parliament Street, Private Bag X9114, Cape Town 8000</p>	<p>a) At WCED Head Office, 2nd Floor, Grand Central Towers, Lower Parliament Street, Private Bag X9114, Cape Town 8000</p>
<p>b) Operating times: Mon - Fri, 07:30 – 16:00 (Extended hours for Client services 07:00 – 17:00)</p>	<p>b) Operating times: Mon - Fri, 07:30 – 16:00 (Extended hours for Client services 07:00 – 17:00)</p>	<p>b) Operating times: Mon - Fri, 07:30 – 16:00 (Extended hours for Client services 07:00 – 17:00)</p>
<p>c) WCED website https://wcedonline.westerncape.gov.za/</p> <p>d) , operational 24/7 and Multi-channel client service interaction (in addition to website, WCED Education Portal wcedportal.co.za)</p>	<p>c) WCED website https://wcedonline.westerncape.gov.za/ operational 24/7 and Multi-channel client service interaction (in addition to website, WCED Education Portal wcedportal.co.za)</p>	<p>c) WCED website https://wcedonline.westerncape.gov.za/, operational 24/7 and Multi-channel client service interaction (in addition to website, WCED Education Portal wcedportal.co.za)</p>

Current/actual arrangements	Desired arrangements	Actual achievements
d) 8 x District offices (See quarterly updated Service Charter: Access list on Website)	d) 8 x District offices (See quarterly updated Service Access list on Website)	c) 8 x District offices (See quarterly updated Service Charter: Access list on Website)
e) Provincial Thusong Programme included as distribution points to campaign items (subject to annual revised programme)	e) Provincial Thusong Programme included as distribution points to campaign items (subject to annual revised programme)	e) Provincial Thusong Programme included as distribution points to campaign items (subject to annual revised programme)
<p>Courtesy: Courtesy is reported and measured through:</p> <p>a) 96% (satisfaction to excellent ratings) to WCED website</p> <p>b) 84% (satisfaction to excellent ratings) to responses to telephone enquiries</p> <p>c) 78% (satisfaction to excellent ratings) to response to written enquiries</p> <p>d) 49% positive media coverage relevant to key strategic objectives</p>	<p>Courtesy: Courtesy is reported and measured through:</p> <p>a) 98% (satisfaction to excellent ratings) to WCED website</p> <p>b) 88% (satisfaction to excellent ratings) to responses to telephone enquiries</p> <p>c) 79% (satisfaction to excellent ratings) to response to written enquiries</p> <p>d) 50% positive media coverage relevant to key strategic objectives</p>	<p>Courtesy: Courtesy was reported and measured through:</p> <p>a) 95% (satisfaction to excellent ratings) to WCED website. The CSS report illustrates school-based staff satisfaction to service delivery. The changes to the website would take time for clients to get use to the new features</p> <p>b) 84% (satisfaction to excellent ratings) to responses to telephone enquiries. The upgrading of the current telephone system was in the process of being implemented, however this will resume after the COVID-19 Lockdown is lifted</p> <p>c) 79% (satisfaction to excellent ratings) to response to written enquiries</p> <p>d) 45% positive media coverage relevant to key strategic objective was achieved for April and May 2019. Statistics was not available for the rest of the financial year. The Department of the Premier's Strategic Communication stopped compiling statistics per department. We believe alternative arrangements will be made in future. We await their feedback.</p>

Current/actual arrangements	Desired arrangements	Actual achievements
<p>Openness and transparency: Openness and transparency were achieved through:</p> <p>a) The following publications (in 3 official languages of the Province and obtainable via the Walk-in Centre and the departmental website):</p> <ol style="list-style-type: none"> i. Annual Citizen's Report disseminated by end January 2019 ii. Annual Performance Plan (APP) tabled by end February iii. Annual Reports (AR) tabled by end September <p>b) "Give us your feedback" replaced "Contact the WCED" in new improved website. Online feedback was not disrupted at all during the reporting period and during the development phase of the new website. Openness and transparency were further achieved through: The publication/distribution (in 3 Official languages of the Province and obtainable via the Client Service Centre and the departmental website) of the:</p> <ol style="list-style-type: none"> i. Department's Annual Citizen's Report (4 760 printed copies) ii. Service Access Booklet (on website) iii. Service Charter (on display and on website) 	<p>Openness and transparency: Openness and transparency are achieved through:</p> <p>a) The following publications (in 3 official languages of the Province and obtainable via the Walk-in Centre and the departmental website):</p> <ol style="list-style-type: none"> i. Annual Citizen's Report disseminated by end November ii. Annual Performance Plan (APP) tabled by end February iii. Annual Reports (AR) tabled by end September <p>b) Improved on-line (website) feedback mechanisms</p>	<p>Openness and transparency: Openness and transparency were achieved through:</p> <p>a) The following publications, obtainable via the Walk-in Centre and the departmental website, were in English and available in Afrikaans and isiXhosa, on request</p> <ol style="list-style-type: none"> i. Annual Citizen's Report 2018/19 was disseminated by end January 2020 ii. Annual Performance Plan (APP) tabled by end February 2020 iii. Annual Reports (AR) 2018/19 tabled by end September 2019 <p>b) Improved on-line (website) feedback mechanisms through the "Give Feedback" function which is visible on each page</p>

Current/actual arrangements	Desired arrangements	Actual achievements
iv. Service Standard Schedule (on website) v. Limited printed copies of the above-mentioned documents were disseminated		
Value for Money: a) WCED website http://wcedon-line.westerncape.gov.za operational 24/7 and Multi-channel client service interaction (in addition to website, WCED E Portal http://wcedeportal.co.za/ offers curriculum content)	Value for Money: a) WCED website http://wcedon-line.westerncape.gov.za operational 24/7 and Multi-channel client service interaction (in addition to website, WCED Education Portal http://wcedeportal.co.za/)	Value for Money: a) WCED website http://wcedon-line.westerncape.gov.za , operational 24/7 and Multi-channel client service interaction (in addition to website, WCED Education Portal http://wcedeportal.co.za/)
b) Edumedia produced publications and reprographic services of limited amounts less than market related costs to WCED internal components	b) Edumedia produce publications and reprographic services of limited amounts less than market related costs to WCED internal components	b) Edumedia produced publications and reprographic services of limited amounts less than market related costs to WCED internal components
		Additional achievement: <u>Early Enrolment Campaign:</u> The digital campaign targeted specific audiences via Facebook, Twitter and Google ads. <ul style="list-style-type: none"> 6 346 posters and 196 920 pamphlets were distributed to 1 449 schools (including ECD centres) and to Head

Current/actual arrangements	Desired arrangements	Actual achievements
		<ul style="list-style-type: none"> • Office and the 8 district offices in January 2020. The paid for campaign ran from 11 February 2020 to 17 March 2020. • The targeted reach was over 5,7 million listeners on various radio stations, like Umhlobo Wenene, KFM and Heart FM. • Out of home advertising reaching 31,2 million people via foot traffic and more than 300 000 readers reached through print media during the campaign period. • Social media paid for advertising: <ul style="list-style-type: none"> ○ Facebook: 1 898 260 impressions, i.e. number of times it was posted and shared on timelines ○ Twitter: reached 267 220 feeds on twitter ○ Google ads: reached 636 671 individual feeds
		<p><u>Matric Support Campaign:</u></p> <ul style="list-style-type: none"> • 53 800 booklets distributed to Grade 12 learners enrolled at 450 Secondary and Special Schools. (total depends on actual Grade 12 enrolment confirmed by June)

Service delivery information tool:

<p>Examinations Registrations and Client Service Support</p> <p>Information is communicated through:</p> <p>a) 500 000 bulk sms sent to clients and stakeholders. The bulk sms service is used for the following purposes:</p> <ul style="list-style-type: none"> • To confirm candidates' registration and inform them of their exam centre (all part time candidates with valid cell numbers) • To inform candidates of centre changes, due to community protests (Overberg, West Coast and Eden Central Karoo – George, in 2018 exam) • To inform candidates of the date and time of results release • To direct candidates to the WCED online website to access admission letters and results <p>For SmartLock:</p> <ul style="list-style-type: none"> • Chief Invigilators receive a sms to remind them to download their exam schedules to their Glam Keys • Remind Chief Invigilators that they have not yet downloaded their schedules or opened their SmartLock bags 	<p>a) 500 000 bulk sms sent to clients and stakeholders. Individual emails are also sent to clients (influenced by no. of registrations)</p>	<p>a) 500 000 (estimated due to unavailable statistics) bulk sms' sent to clients and stakeholders. Individual emails are also sent to candidates (influenced by no. of registrations)</p> <ul style="list-style-type: none"> • To confirm their registration and inform them of their exam centre (all part time candidates with valid cell numbers) • To inform them of the date and time of results release • To direct them to the WCED online website to access admission letters and results • To inform them to collect their certificates from Head Office (Walk-in Centre) & the Post Office with a tracking number <p>For SmartLock:</p> <ul style="list-style-type: none"> • Chief Invigilators receive a sms to remind them to download their exam schedules to their Glam Keys • Remind Chief Invigilators that they have not yet downloaded their schedules or opened their SmartLock bags
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<p>Examinations Registrations and Client Service Support</p> <p>Information is communicated through:</p> <p>b) Pamphlets were developed to share information with service beneficiaries leading up to registration peak times. The Walk-in Centre printed and distributed pamphlets with information regarding:</p> <ul style="list-style-type: none"> • Admission Criteria for the June 2019 Senior Certificate (adult) Matric exam • Admission criteria for the NSC Supplementary exam • Combination of Results from different exam sittings <p>c) Stakeholder platforms:</p> <ol style="list-style-type: none"> i. 8 x Examination Administration Minutes; 4 x Examination Notices distributed to schools ii. 15 Exams and Matric related media statements were released <p>Shared information using the Thusong Programme within the Province (subject to annual revised programme). Media releases in respect of NSC and other results were sufficiently used. Accessible from: https://wcedonline.westerncape.gov.za/comms/press/2017/indexpress.html</p>	<p>b) Develop pamphlets to share information with service beneficiaries leading up to registration peak times</p> <p>c) Stakeholder platforms:</p> <ol style="list-style-type: none"> i. No. of Circulars and communicate via schools ii. No. of Media briefings <p>Share information using the Thusong Programme within the Province (subject to annual revised programme)</p>	<p>b) Pamphlets were developed to share information with service beneficiaries leading up to registration peak times</p> <ul style="list-style-type: none"> • Admission Criteria for the June 2019 Senior Certificate (adult) Matric exam • Admission criteria for the NSC Supplementary exam <p>Combination of Results from different exam sittings</p> <p>c) Stakeholder platforms:</p> <ol style="list-style-type: none"> i. 5 Circulars via schools ii. 19 Media briefings <p>Shared information using the Thusong Programme within the Province (subject to annual revised programme)</p>
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<p>Additional achievement:</p> <ul style="list-style-type: none"> a) The NSC National- and Provincial Award ceremonies were substantively publicised b) Substantial reports on exam related analysis were generated for different users c) NSC results specific publications were released d) Information brochures were updated and were available at the Walk-in Centre e) Information flyers were available at the Walk-in Centre f) WCED website: https://wcedonline.westerncape.gov.za/ g) Formal request for Access to Information (PAIA) is well communicated and accessible from the WCED website 		<p>Additional achievement:</p> <ul style="list-style-type: none"> a) The NSC National- and Provincial Award ceremonies were substantively publicised b) Substantial reports on exam related analysis were generated for different users c) NSC results specific publications were released d) Information brochures were updated and were available at the Walk-in Centre e) Information flyers were available at the Walk-in Centre f) WCED website: https://wcedonline.westerncape.gov.za/ g) Formal request for Access to Information (PAIA) is well communicated and accessible from the WCED website
<p>Communication to Parents and Citizens Information was communicated through: <u>Early Enrolment Campaign:</u> 9 290 posters and 134 100 pamphlets distributed to 1 066 schools and to Head Office and 8 District offices in January 2019</p> <p>Paid for campaigns which ran from 11 February 2019 to 15 March 2019 enabled the Department to reach the target audience through:</p> <ul style="list-style-type: none"> • Print: Newspapers – 300 261 • Digital/social media – Impression 900 666 • Radio: Umhlobo Wenene, KFM, Heart – 806 960 listeners 	<p><u>Early Enrolment Campaign:</u> 21 830 posters and 265 000 pamphlets distributed to 1 086 schools and 8 District offices</p> <p><i>(these totals are estimated at the 2017/18 totals as numbers depend on actual enrolment in Grade R & 6)</i></p>	<p><u>Early Enrolment Campaign:</u> The digital campaign targeted specific audiences via Facebook, Twitter and Google ads.</p> <ul style="list-style-type: none"> • 6 346 posters and 196 920 pamphlets were distributed to 1 449 schools (including ECD centres) and to Head Office and the 8 district offices in January 2020. The paid for campaign ran from 11 February 2020 to 17 March 2020. • The targeted reach was over 5,7 million listeners on various radio stations, like Umhlobo Wenene, KFM and Heart FM.

<p>Communication to Parents and Citizens Information was communicated through:</p>		<p><u>Early Enrolment Campaign:</u></p> <ul style="list-style-type: none"> • Out of home advertising reaching 31,2 million people via foot traffic and more than 300 000 readers reached through print media during the campaign period. • Social media paid for advertising: <ul style="list-style-type: none"> ○ Facebook: 1 898 260 impressions, i.e. number of times it was posted and shared on timelines ○ Twitter: reached 267 220 feeds on twitter ○ Google ads: reached 636 671 individual feeds
<p><u>Matric Support Campaign:</u></p> <p>53 000 booklets distributed to Grade 12 learners enrolled at Secondary and Special Schools. <i>(total depends on actual Grade 12 enrolment confirmed by June)</i></p>	<p><u>Matric Support Campaign:</u></p> <p>55 500 booklets distributed to Grade 12 learners enrolled at Secondary and Special schools <i>(total depends on actual Grade 12 enrolment confirmed by June)</i></p>	<p><u>Matric Support Campaign:</u></p> <p>53 800 booklets distributed to Grade 12 learners enrolled at 450 Secondary and Special Schools <i>(total depends on actual Grade 12 enrolment confirmed by June)</i></p>
<p><u>Mathematics and Language Campaign:</u></p> <p>The campaign was postponed to 2019/20 financial year, due to amongst others, the ELearning System development delays</p>	<p><u>Mathematics and Language Campaign:</u></p> <p>Traditional marketing campaign using radio, digital and out of home channels reaching our target audience of about 321 000 foundation phase learners</p>	<p><u>Mathematics and Language Campaign:</u></p> <p>Story Stars essay competition:</p> <ul style="list-style-type: none"> • Booklets and Story Stars cut-outs were distributed to all Grade 4 learners in January 2020 • Website and video were completed and launched. Video available in all 3 official languages • Deadline for entries was 20 March 2020 Campaign to be completed in the 2020/21 Financial Year - as planned

<p>Communication to Parents and Citizens Information was communicated through: <u>Anti-Bullying Campaign:</u> Campaign was launched in August 2019 and promoted via Social Media in March 2019:</p> <ul style="list-style-type: none"> • No pamphlets distributed during 2018/2019, as a different approach was implemented • Produced 2 videos and a mobi site – promoted organically and via a paid for digital marketing campaign • In November 2019, the campaign targeted Facebook with 16 000 views, Twitter and YouTube with 44 000 views • In the March 2019 campaign, there were 255 823 views on Facebook, Twitter and YouTube <p><u>Additional achievement:</u> Information was also communicated through</p> <p>a) Ad-hoc campaigns during the reporting period included:</p> <ul style="list-style-type: none"> • The Values Campaign: 21 250 posters • Safe Schools Poster Campaign: 3 800 posters <p>b) The eLearning Poster Campaign: 14 610 posters. This campaign was also supported by a social media campaign via Facebook and Twitter during February and March 2019</p> <p>The abovementioned posters were distributed to 1 906 WCED institutions, including, primary, high, special schools and ECD centres, Head Office and the 8 District offices</p>	<p><u>Anti-Bullying Campaign</u></p> <ul style="list-style-type: none"> • Distribution of 1 096 000 pamphlets and 22 530 to 1 083 000 learners in 1 083 schools to reach parents of learners • Language services marketing • Document flow of service requests <p><i>Target numbers are dependent on learner enrolment and no. of schools</i></p>	<p><u>Anti-Bullying Campaign:</u> Campaign could not be concluded in the 4th Quarter because of the COVID-19 pandemic. Materials for distribution could not be manufactured or procured because of the pandemic</p>
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Communication to Parents and Citizens

Information was communicated through:

- c) Web services:
<https://wcedonline.westerncape.gov.za/>
- d) Social media:
<https://wcedonline.westerncape.gov.za/western-cape-education-department>
- e) Publications:
<https://wcedonline.westerncape.gov.za/z-index>
- f) Annual Report:
<https://wcedonline.westerncape.gov.za/wced-annual-report>
- g) Annual Citizens' Report:
<https://wcedonline.westerncape.gov.za/wced-report-citizens>
- h) Media reports:
<https://wcedonline.westerncape.gov.za/media-releases>
- i) WCED-News:
<https://wcedonline.westerncape.gov.za/wced-news>
- j) Circulars:
<https://wcedonline.westerncape.gov.za/wced-circulars-and-minutes>

Complaints mechanism

Current/actual complaints mechanism	Desired complaints mechanism	Actual achievements
<p>Examinations Registrations and Client Service Support Complaints/ Suggestions/ Compliments/ Queries are registered and monitored through:</p> <ul style="list-style-type: none"> a) Contact and Walk-in centres b) 3 907 requests for re-mark of subjects/matric results 	<p>Complaints/ Suggestions/ Compliments/ Queries are registered and monitored through:</p> <ul style="list-style-type: none"> a) Contact and Walk-in centres b) 5 200 requests for re-mark of subjects/matric results 	<p>Complaints/ Suggestions/ Compliments/ Queries were registered and monitored through:</p> <ul style="list-style-type: none"> a) Contact and Walk-in centres b) 4 663 requests for re-mark of subjects/matric results: <ul style="list-style-type: none"> i. 4 417 NSC Nov 2019 re-mark requests were processed and candidates were resulted ii. 246 SC Nov 2019 re-mark requests were processed and candidates were resulted <p>The decrease in the number of requests for re-mark (against the desired standard), could be due to the compulsory closure of the WCED offices from 19 March 2020 due to the COVID-19 situation. The Walk-in Centre did not attend to face-to-face clients but a drop off box for completed applications were processed daily. Service delivery continued in the absence of face-to-face clients</p>

Current/actual complaints mechanism	Desired complaints mechanism	Actual achievements
<p>c) 147 278 persons accessed the WCED NSC Results webpage</p> <p>d) 44 880 Individual NSC Results were accessed on the WCED NSC results webpage</p>	<p>c) 83 606 persons accessed the WCED NSC Results webpage</p> <p>d) 21 850 Individual NSC Results were accessed on the WCED NSC Results webpage</p>	<p>c) The WCED online exams landing page was accessed 288 110 times during this period. The exam webpage contains registration information for both the SC and NSC examinations as well as links to resources, tuition centres and copies of admission letters and results</p> <p>Year on year with the increased access to cellphones and technology, the access to retrieve NSC results via the website should increase</p> <p>d) 37 338 Individual NSC Results were accessed on the WCED NSC Results webpage</p> <p>Year on year with the increased access to cellphones and technology, the access to retrieve NSC results via the website should increase</p>
<p>Communication to Parents and Citizens Redress is offered via responses to the following channels: a) Management of Social media</p>	<p>Redress is offered via responses to the following channels: a) Management of Social media</p>	<p>Redress was offered via responses to the following channels: a) Management of Social media: The Directorate filled an ASD post which manages Social media platforms for the WCED, improving the volume of content on sites</p>

Current/actual complaints mechanism	Desired complaints mechanism	Actual achievements
<p>b) Improved turnaround time to written feedback (Contact and Walk-in centres)</p> <p>c) Managed on-line (website) feedback mechanisms: https://wcedonline.westerncape.gov.za/give-us-your-feedback</p> <p>Additional achievement:</p> <p>a) Phone, fax and email – See Access list on WCED website: https://wcedonline.westerncape.gov.za/wced-services-access-schedule</p> <p>b) Social media: https://wcedonline.westerncape.gov.za/western-cape-education-department Written feedback (Contact and Walk-in centres) on WCED website: https://wcedonline.westerncape.gov.za/give-us-your-feedback</p>	<p>b) Improve turnaround time to written feedback (Contact and Walk-in centres)</p> <p>c) Managed on-line (website) feedback mechanisms</p>	<p>b) Improved turnaround time to written feedback (Contact and Walk-in centres):</p> <ol style="list-style-type: none"> i. Two email addresses have been advertised for use to encourage written communication for employees contacting Client Services to reduce having to take physical transport ii. 24-hour turnaround time <p>c) Managed on-line (website) feedback mechanisms: well managed feedback via the “Give feedback” forms located on website. Numbers not accessible currently</p>

Current/actual complaints mechanism	Desired complaints mechanism	Actual achievements
c) Online (website) feedback mechanisms: WCED website: https://wcedonline.westerncape.gov.za/give-us-your-feedback d) Formal complaints logged to Senior Managers, HoD or MEC for Education: https://wcedonline.westerncape.gov.za/western-cape-education-department e) Appeal processes in terms of PAJA and other legislation. See WCED Website: https://wcedonline.westerncape.gov.za/documents/PAIA-manuals/WCED-PAIAEng-2017.pdf		

Appendix B: Dictionary of terms

Classes:	are defined as "Register Class"
Classrooms:	refers to rooms where teaching and learning occurs, but which are not designed for special instructional activities
Education Expenditure:	refers to all government non-personnel education expenditure (inclusive of all sub-sectors of education including special schools, independent schools and conditional grants
Filled:	is defined as having a permanent/ temporary teacher appointed in the post
Hospital Schools:	refers to schools catering to learners who have been registered at other schools but, for medical reasons, receive access to learning at medical institutions. All projections will exclude hospital schools as the learners are registered at other public schools
LSEN Schools:	refers to schools catering to learners with special needs.
Placed:	is defined as, securing appointment at a school in a permanent capacity
Professional non educator:	refers to personnel who are classified as paramedics, social workers, therapists, nurses but are not educators
Public Ordinary Schools:	refers to ordinary schools only and excludes LSEN schools and excludes independent schools
Public schools:	refers to public ordinary schools and LSEN schools but excluding independent schools i.e. a combined total
Sanitation facility:	refers to all kinds of toilets such as pit latrine with ventilated pipe at the back of toilets, Septic Flush, Municipal Flush, Enviro Loo, Pit latrine and Chemical
SA SAMS:	refers to a product specific school administration and management system. This version of SA SAMS is off-line. The WCED uses an automated, on-line system and is able to provide real time data namely Centralised Educational Management Information System (CEMIS)
Schools with electricity:	refers to schools that have any source of electricity including Eskom Grid, solar panels and generators.
Smart classrooms:	refers to a classroom with Wifi connectivity to broadband as well as a digital projector, whiteboard and teacher computing device as the minimum technological resources – all interlinked through Wifi
Special School:	refer to schools resourced to deliver education to learners requiring high intensity educational and other support on either a full-time or a part-time basis.
Specialist room:	is defined as a room equipped according to the requirements of the curriculum