

PARLIAMENT OF THE PROVINCE OF THE WESTERN CAPE
QUESTION PAPER 9/2025
SEVENTH PARLIAMENT
FRIDAY, 30 MAY 2025
WRITTEN QUESTION

19. Ms B M van Minnen to ask Mr A R Winde, Premier:

(a) How many training interventions has his Department implemented from May 2024 to date, (b) how many participants were reached through these interventions and (c) what evidence is available to demonstrate the impact of these interventions on customer experience at Western Cape Government service points?

REPLY:

(a) 449 interventions were conducted by the Provincial Training Institute.

(b) Provincial Training Institute:

Department	Number of Employees	Number of Learning and Development Opportunities
Health and Wellness	1 698	2 378
Western Cape Education Department	920	1 354
11 Other Departments	2 396	3 967
Total	5 014	7 699

Other learning and development interventions facilitated and coordinated by other components within the department, e.g. Centre for e-Innovation, Legal Services, Employee Relations, Organisation Development etc.

Department	Number of Employees	Number of Learning and Development Opportunities

11 Departments, excluding Department of Health and Wellness and Western Cape Education Department	1251	2735
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(c) What evidence is available to demonstrate the impact of these interventions on customer experience at Western Cape Government service points?

The Training Impact Assessment (TIA) is conducted on an annual basis by the Directorate: People Empowerment on 10 learning programmes facilitated by the Department of the Premier. The Kirkpatrick Evaluation Model, which evaluates the impact of learning on 4 Levels, was identified as a suitable model for the TIA process. Applying the levels two and three measurements as directed by the Kirkpatrick Evaluation Model, the evaluation process has two primary objectives, i.e., to assess (i) the knowledge gained (Level 2) during a training course and (ii) possible behavioural changes (Level 3) due to the application of gained knowledge and skills in the workplace.

Overall, the evaluation confirmed positive outcomes for all training programmes.