

UMNU. AS SIMELANE, SIHLALO WEMKHANDLU

INYUVESI YASENINGIZIMU AFRIKA

KUVULWA NGEKWEMTSETFO KWENYUVESI NEMCIMBI WEMIKLOMELO

EKHEMPASINI LENKHULU

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Mphatsiluhlelo, ngiyabonga kungivumela kutsi ngetfule inkhulumo yami kulomhlangano lobalulekile lamuhla, weKuvulwa Ngekwemtsetfo Kwenyuvesi. Kuvulwa ngekwemtsetfo kwenyuvesi ngaso sonkhe sikhatsi kuba sikhatsi lesimcoka emphilweni yanome ngabe nguyiphi inyuvesi. Ngaso sonkhe sikhatsi kuba ngumcimbi wekutigcabha nalocwebetelako lapho tifundziswa ngetambatfo tato tetemfundvo tifaka umoya bafundzi netivakashi kutsi tibone buhle bemfundvo, ngaleyo ndlela futsi tibe tikhombisa lizingagugu letenhlalo neletemnotfo lenyuvesi njengenzawo yekushukwa kwengcondvo kanye nenkhulumomphikiswano lapho imibono leyehlukene igcugcutelwa khona iphindze futsi ineswe khona. Kwengeta kuloko, kulapha kulomcimbi lapho ummango walapha enyuvesi uhlanguana khona ndzawonye, lapho buholi balenyuvesi kwabelana khona ngelwatiso lolumayelana nekusebenta kwalesikhungo kanye nekubeka luhlelo lwalomnyaka. Loluhlelo lufaka ekhatsi kubeka imigomo kanye nekubona tinkhomba tekusebenta kwalesikhungo. Kukulomcimbi lapho ummango walenyuvesi watiswa khona ngetinsayeya lenyuvesi lokungenteka kutsi

ihlangabetana nato kulomnyaka. Kuchubeka kuloko, kusemcombini lonjengalona lapho lawo malunga etisebenti lente umsebenti wawo engca kulowo msebenti wato letincunyelwe wona tihlonishwa khona futsi tiklonyeliswe ngenzima yato lephuma embili letiyidlalile ekunikeni i-Unisa nalabatsintsekako tinsita letisezingeni. Mphatsiluhlelo, enkhulumeni yami lamuhla ngitawugcila etintfweni letisitfupha.

Kulomnyaka, njengaloku Lisekelamphatsi selishito, kutawuba ngumnyaka wekuba matasatasa, ngobe Likomidi Lelizinga Lemfundvo Lephakeme (i-HEQC) litawube lenta luhlolomabhuku lwalenyuvesi kubona kutsi ngabe tinhlelo tetfu, tinchubomgomo netinchubo tiyahambisana yini nemasubuciko ekwenta ncono lizinga njengaloku abekwe ngumtimba lobalulekile wetemtsetfo.

Mphatsiluhlelo, lentfo leyentiwako ibalulekile futsi iyajabulisa, futsi ngiyajabula kutsi inyuvesi ikubone kufanele kutsi imeme Inhlangano Lehlanganisa Bohulumende Yekufundza (i-COL) kutsi itekwenta luhlolo lwekuvivinya nga-2019 kusita ekulungiseleleni luhlolomabhuku lolutako lwe-HQC. NjengeMkhandlu, sikubheke ngemehlo labovu kwemukela nekubuka loko lokucuketfwe kanye nemitselela letawuvela kulombiko wekugcina weluhlolomabhuku we-COL. Balingani, lizingagugu, kanye nemitamo yekulenta ncono ayikhulunywa nekukhulunywa ngobe kungumnyombo waloko lesingiko kanye nekutsi sibobani.

Liphuzu lesibili lengitsandza kulisho njengalelibalulekile, Mphatsiluhlelo, litsi kulomnyaka, sicedza sikhatsi seminyaka lesihlanu yekucala yekufezekisa lisubuciko lase-Unisa langa-2030. Njengaloku Lisekelamphatsi selivele lishito, sitawulibuyeketa lelisubuciko lelikhona kwanyalo silente kutsi lihambisane netinsayeya inyuvesi lebukene nato kanye futsi nekucinisekisa kutsi sigcila kakhulu ekutseni sibe mbambamba sikhungo se-ODEL yase-Afrika. Lesinyatselo sekufezekisa imodeli ye-ODEL simcoka, nawubuka sidzingo sekufaka leTheeknoloji Lesheshisako lokukhulunywa kakhulu ngayo.

Umbuto lekudzingeka kutsi siwubute utsi, umuntfu angalisungula kanjani lisubuciko leminyaka lesihlanu kusimondzawo lesigucugucukako nalesigucuka njalo njengalomkhakha wetemfundvo lephakeme? Imphendvula yami itsi lisubuciko letfu alikemi ndzawonye, kodwa liyidokhumenti lephilako lekufanele kutsi ibuyeketwe njengaloku futsi nangabe simo nome tidzingosimo tibita endzaweni, nome nangabe umumo wetintfo letitsite setiphelwe sikhatsi. Kubuyeketa lisubuciko lase-Unisa langa-2030, kubalulekile kutsi siyibuke imibono yaGeschwind (2019: 383)¹ layishoko nakahlatiya indzaba yengucuko kanye neluntjintjo, lolusita ekusunguleni nome ngabe nguliphi lisubuciko; kuvisisa ngalokujulile umcondvo wekufaneleka ngekwemtsetfo kuyasita, nanome kunemcondvo lobanti wetekuhlatiywa kutsi kufaneleka ngekwemtsetfo “ngumcondvo

¹ Geschwind, L. Legitimizing Change in Higher Education: Exploring the Rationales Behind Major Organizational Restructuring, *Higher Education Policy*, 32: 381–395

jikelele nome kucabangela kutsi tento tesikhungo tiyadzingeka, tifanelekile, nome tifanelekile kutinhlelo tetenhlalo letitsite letakhiwe *tetindlelakwenta, emagugu, tinkholelo, netinchazelo*". Kimi, letindlelakwenta lokukhulunywa ngato, tindlela inyuvesi letisebentisako ekusunguleni lisubuciko, kumcoka kwati kutsi yini lokwaphumelela kusebenta esikhatsini lesengcile nekutsi yini lokungaphumeleli kusebenta. Etulu engcongwaneni yetindlelakwenta letisetjentsiwe esikhatsini lesengcile, kutsi nanome ngabe nguyiphi inchubo yekusungula lisubuciko kufanele kutsi ifake ekhatsi inchubo yekubonisana kute kutsi linyenti lalabatsintsekako bativele kuyintfo yabo nabo. NjengeMkhandlu, sesente kutsi sikhutsate kukhula, mayelana nekucaphelisa, kutsi leminyaka lesihlanu yekucala yalelisubusiko lelikhona ayizange yemukeleke ngalokunetisako futsi labatsintsekako labanyenti bayitsatse njengentfo yabo. Ngalokucacako, lesisimo lesikhona lesingemukeleki nekutsi nakuyiwa embili, sidzinga kucinisekisa kutsi tinchubo tihamba nekubonisana kute kutsi lisubuciko lemukeleke ngalokubanti.

Macondzana *nemagugu*, nginembono lotsi emagugu lesitawuvumelana ngawo ekugcineni kufanele kutsi kube ngulawo lafanele futsi ahambisane nenchubomgomo kanye nembononchanti wasikhungo. Kwengeta, lamagugu kufanele kutsi avete konkhe kusebenta kwalenyuvesi, lokusho kutsi, kufanele kutsi "siwaphile". Ngiphakamisa kutsi sisebentise lithulusi lesitawuvivinya ngalo kutsi ngabe siyawaphila yini lamagugu. Lesivivinyo kufanele kutsi sente tsine sikwati kwenta i-Unisa kutsi ibe yase-Afrika

mbamba kanye nenyuvesi leseyiphumile ekubusweni betive, lelikhaya labo bonkhe nanome ngabe basiphi sive, bulili kanye nesigaba.

Macondzana *netinkholelo*, ngiphakamisa kutsi siphakamise tinyawo kute sicinisekise kutsi vele sibili sisikhungo se-ODeL lesiphelele lesisebentisa itheknoloji kunika bafundzi betfu tinsita letisezingeni kanye nalabanye labatsintsekako. Sizatfu saloku kutsi, inkholelo yetfu letsi indlela lekukuphela kwayo lesingaba nekucudzelana ngayo futsi sifezekise ligunyakwenta letfu letenhlalo, kutsi sibe sikhungo se-ODeL lesiphelele bonkhe bantfu labakhonako kufinyelela kuso nome ngabe bahlala kuphi. Kwekugcina, kuyinkholelo yami lecinile kute sifezekise lomgomo lomuhle kakhulu. Kubalulekile kutsi sifinyelele ekuvumelalaneni “lokwanele” ngekwesikhungo macondzana *netinchazelo* letimcoka letitsite letichubeka ngekwentela phasi umbonochanti wetfu wekuba *yiNyuvesi yase-Afrika lebumba likusasa ngekusita luntfu*. Letinye taletinchazelo ngenca yalenhloso kufanele kutsi sitichaze, lokufaka ekhatsi ematemu lafanana nekwenta intfo ibe nebu-Afrika, kuphuma ekubusweni ngumcondvo webetive, i-ODeL, kuphelela ngato tonkhe tinhlangotsi kanye nalamanye lamanengi. Kungakabi nenchazelo lecacako lemayelana nalemicondvo yalamanye alamatemu lesengiwaphawulile, ematfuba mancane kutsi lelisubuciko litawutsatseka njengalelisemtfweni emehlweni alabatsintsekako labahlukahlukene.

Indzaba yesitsatfu lemcoka kakhulu ku-2020, ngekubuka kweMkhandlu kutsi inyuvesi yenta umtamo lehlanganisiwe kute yente ncono loko bafundzi labahlangabetana, lokufaka ekhatsi kutsi sente sakhiwonchanti setfu kutsi sifinyeleleke, sivikeleke, siphephe futsi sibe ngulesifanele. Kuleminyaka lembalwa lendlulile, sitfole tikhalo letinengi letibuya kubafundzi letimayelana netinkinga labahlangabetana nato lapha e-Unisa. Umkhandlu ukhatsatekile kutsi inyuvesi ibonakala ingakhoni kahle kufezekisa tinyatselo letifanele tekwenta ncono loko bafundzi labahlangabetana nako. Ngicela lulawulo lwenyuvesi kutsi luhlale tonkhe tindhlelo, tinchubomgomo, kanye netinhlaka, lokufaka ekhatsi sakhiwonchanti lesibukene nekwenta ncono kwaloko bafundzi labahlangabetana nako. Macondzana naloko, imibono yaDougherty, K.J. & Natow, R.S. (2019: 15)² ingavusa futsi igcugcutele loluhlale nangabe bakuphikisa loko njengenyuvesi, kufanele kutsi sibute imibuto leminengi lemayelana nenchazelo yekusebentisa itiyori yekutikhetsela ngekukhululeka lesiyemukele sayisebentisa macondzana naloko bafundzi labahlangabetana nako.

Baphikisa ngekutsi nanome letinye tindhlelo tekutikhetsela ngekukhululeka, tinchubomgomo, netinhlaka letemukelwe tibonakala “tiveta tintfutuko ekufundziseni nakuloko lokwentiwako ekusekeleni bafundzi, kuphatfwa kwelucwaningo, kanye nekwenta lucwaningo kwelitikomfundvo,

² Dougherty, K.J. & Natow, R.S. 2019. Performance-based funding for higher education: How well does neoliberal theory capture neoliberal practice? *Higher Education*.

kunebufakazi lobuncane kutsi, sekukonkhe, loku kukhicitu kugcinwa kwebafundzi lokuncono nemazinga ekutfweswa tiku kwalabo labaphotfule tiku tabo”, kuphindze futsi kuletse “imitselela leminyenti lebeyingakahloswa” itiyori yekutikhetsela kwenta ngekukhululeka lengakunaki kakhulu. Letiyori ikhomba kahle kuhambisana netindleko kanye nekufaka sandla ekukhiciteni lokusezingeni kodvwa iyehluleka kulindzela kutsi imitselela lenjalo lengakalindzelwa ingenteka njengekuncipha kwekwemukelwa kwebafundzi labancishwe ematfuba kakhulu, kuncishiswa kwetinchubombono tetikhungo, kwenyuka kwekungalingani emkhatsini wetikhungo temfundvo lephakeme, kukhula kwekulelenjiswa ngekwetigaba kutemisebenti ngekwetemfundvo, kanye nekuphelelwa ngumdladla kwetisebenti temfundvo lephakeme.

Mphatsiluhlelo, ngivakalisa umcondvo lotsi kunesidzingo seluhlolo lolucatjangwe ngalokujulile futsi lolucotfo lwekuhlola umtselela kanye netinzuzo tetindleko taletingenelelo letisetjentisiwe, kanye nekucinisekisa kutsi tihambisana yini nenchubombono wetfu, umbononchanti, kanye nemagugu, lokufaka ekhatsi lisubuciko letfu lekuchubekele embili. Ngaleyondlela-ke, indzima yetifundza njengendzawo yekucala yekutsintsana nebafundzi basenyuvesi imcoka kakhulu. Nginelitsemba lekutsi leModeli yeSifundza lesandza kuvunywa, kanye netinsayeya tesakhiwonchanti letihambisana nayo, itawucala isetjentisiwe kute yente ncono kutsi inyuvesi ikhone kutfutukisa loko bafundzi labahlangabetana nako.

Indzaba yesine lengifuna kukhuluma ngayo ngalamafishane yindzaba yekugcila ekwenteni ncono kuphumelela kwebafundzi kanye nekuphotfula kwabo batweswe ticu, lokufaka ekhatsi kucasheka kwebafundzi. Lokukubalulekile ngobe kuphatselene neligunyakwenta letfu letenhlalo. Sonkhe siyabona kutsi i-Unisa ayisebenti njengaloku ilindzelekile macondzana naletindzaba. Ngiphakamisa kutsi lenyuvesi ilandzele *indlela yekwenta tintfo ngekumbandzakanya macondza nemphumelelo yebafundzi*. Macondzana naloku, Chang, London naFoster (2019: 481)³ bacinisa ngekutsi, “indlela tekumbandzakanya macondzana nekwakha imphumelelo yebafundzi nekwakha tindlela tingatfutukisa kakhulu imicondvo lefanele nalephendvulako yemphumelelo yebafundzi iphindze futsi ichube tinchubo tekuhleleka kute kufezekiswe letinhloso letibanti kangaka.” Batsi “imicondvo lekhona yekuphumelela kwebafundzi ikhomba tinshisekelo letahlukahlukene lokungenteka kutsi kahle hle tingakhombisa tidzingo letishiwoko, ematsemba nome tinshisekelo tebefundzi tekuya etikhungweni temfundvo lephakeme kanye/nome litikomfundvo kanye netisebenti letihlose kubasebentela” (Chang, London & Foster, 2019: 482). Letati temfundvo tibone tindlela letintsatfu tetingenelelo letikholelwa kutsi kuhloswe ngato kuzuza kakhulu “imicondvo lebanti yekuphumelela kwebafundzi”. Loku kwetayetisa *takhiwo telitiko netindzawo tekufundzela ngekusebentisa kakhulu tindlela letiphendvula ngekwemasiko nakufundziswa; kwenta kutsi nekumbandzakanya kakhulu, tindlela*

³ Chang, E., London, R.A. & Foster, S.S. 2019. Reimagining Student Success: Equity-Oriented Responses to Traditional Notions of Success. *Innovative Higher Education*, 44:481–496

letichutjwa bafundzi ekutfutfukiseni tinhlelo; kanye nekugcugcutela umoya wekutivela uyincenye yekuba sekhemphasini” (Chang, London & Foster, 2019: 489).

Lemibono lephawulwe ngenhla isekelwa kugcila kwetfu ekwenteni inyuvesi yetfu kutsi tibe nebu-Afrika kanye nekuyikhipha umcondvo wekubuswa betive, lokufaka ekhatsi tinhlelo tayo, tinchubomgomo, tinchubo kanye netindlela tekusebenta kwayo. Njengencenye yalenchubo, sitawudzinga kutsi silungise umtselela lobewungakalindzelwa wetinchubomgomo tekwenta tintfo ngekutikhetsela ngekukhululeka letisetjentsiwe kulenyuvesi yetfu.

Maphatsiluhlelo, ngisho letindzaba leti ngobe nangabe sehluleka kulungisa indzaba yekungalingani kulesikhungo setfu, ngeke siphumelele ekufezeni ligunyakwenta letfu letenhlalo, lekwenta kutsi kube nekufinyelela lokulinganako, litfuba, nemiphumela kutisebenti, kubafundzi, kanye nakulabanye labatsintsekako, lokufaka ekhatsi kufinyelela kutfola lwati lolwehlukene.

Indzaba yesihlanu lengifuna kuyiphawula lemcoka kulomcimbi iphatselene nekulungisa simo setetimali salesikhungo, lokufaka ekhatsi kusimama kwaso kutetimali. Lobubungoti lobumcoka ekusimameni kwalenyuvesi kodvwa buphindze futsi bube yintfo lokuphikisanwa ngayo kakhulu ngenca yemibono lephambanako labatsintsekako labahlukene labanayo khona

lapha enyuvesi, lokusho kutsi kute kuvisisa lokufananako kwalesimo setetimali salenyuvesi. Lokuphikisana kuvele kakhulu ngesikhatsi kunetinkhulumiswano tanyalo letimayelana nemiholo lokudzabukisile kutsi tehle tafika kulelo zinga letifike kulo kulamaviki lamabili laphelile. Ngicela lulawulo lwalenyuvesi kutsi lube nekubonisana lokucotfo netinyonyana tetisebenti letihlelekile kanye nebuholi bebefundzi kute nabelane ngelwatiso mayelana naloludzaba. Ngiphindza futsi ngicela lawo malunga etisebenti langekhatsi latimbandzakanya kuMkhandlu kutsi adlale indzima ekufundziseni lomango lobanti wenyuvesi mayelana nekutsi tincumo titsatfwa njani emihlanganweni weMkhandlu letiphatselene netetimali tenyuvesi nekutsi kusimama ngekwetetimali kwayo kungacinisekiswa njani. NjengeMkhandlu, sicashelisiwe sabona kwenyuka lokungapheli kwetindleko temitfombo yebantfu futsi sesilubutile nelulawulo lwalenyuvesi ngemasu alo ekulungisa loku, kodvwa kuyacaca kakhulu kutsi letingenelelo atiyiletsi imiphumela lefunekako. Sidzinga kutinikela ngekwesikhungo kitsi sonkhe kute sivikele kusimama ngekwetetimali kwalesikhungo lesimcoka. Kute lenye indlela. Macondzana naloku, simo sase-UKZN ngekushesha emva kwekuhlanganiswa ndzawonye lapha kubo 2005 singasifundzisa tsine sonkhe tifundvo letibalulekile.

Indzaba yesitfupha lengifuna kukhuluma ngayo iphatselene nesitfunti salenyuvesi. Mphatsiluhlelo, kulomnyaka lophelile, lenyuvesi ivele etindzabeni ngetizatfu letingakalungi. Bekudzabukisa kubona kutsi linyenti

lalelindzaba lebetivela emaphephandzabeni betikhishwa ngemalunga etisebenti tangekhatsi, labeviswe buhlungu ngulenyuvesi ngandlela tsite. Ngicela onkhe emalunga etisebenti kutsi avakalise kugongonyeka kwawo khona lapha enyuvesi ngekusebentisa tinchubo tangekhatsi nekutsi acinisekise kucala kutsi sekatisebentise tonkhe tindlela tangekhatsi ngembikwekutsi agijimele emaphephandzabeni nome avakalise kungaphatseki kahle kwawo etinkhundleni tekuchumana. Indzima yalabanye labatsintsekako, njengebafundzi, bafundzi bakudzala, nenhlangano ekukhipheni lwatiso loluyimfihlo kubetindzaba kanye nekufaka etinkhundleni tekuchumana kufanele kutsi kungagcugcutelwa. Kunetinchubo tangekhatsi lekumele kutsi tilandzelwe nangabe lomunye uva kutsi emalungelo akhe anyatseliwe. Ngiyanicela kutsi nilandzele lenchubo ngembikwekutsi nihlazise lenyuvesi ngaleyo ndlela nilimate nesitfunti sayo. Ngilukhuluma ngemabomu loludzaba lwekukhipha lwatiso loluyimfihlo kubetindzaba ngalendlela, ngobe loku akusalawuleki. Sidzinga kutsi sikuyekele loku. Nangabe kusho kutsi kufanele sibuyekete inchubomgomo yetfu yekucondzisa tigwegwe nenchubo, ngitawuphakamisa kutsi sikwente loko, kute sivikele sitfunti salenyuvesi.

NjengeMkhandlu, sikhatsatekile ngalokucekelwa phasi lokuchubekako nalokungapheli kwesitfunti salenyuvesi. Umkhandlu ukhatsatekile mayena nekuputjuka kwemaphepha ekuhlolwa ngobe loku kubukela phasi kwetsembeka kwemklamo wetemfundvo walenyuvesi, lokufaka ekhatsi ngisho neticu tayo. Lokuphindze futsi kukhatsate liphuzu lekutsi shengatsi

siyehluleka kukuncantula loku kusahluma. Nanome sekungenelele sikhungo setekuphepha kwalelive, lenkinga solomane isachubeka. Ngabe loku kusho kutsi lena yinkinga lengekhati lephatselene nekutsi luhlolo lulungiselelwa futsi lulawulwa njani kulenyuvesi, lokufaka ekhati kucashwa kwebangameliluhlolo? Nangabe kunjalo, ngabe sesikubukile yini kungabanjani sitfumele emalunga etisebenti tetfu kutsi kube ngawo lasentela lowo msebenti, lokufaka ekhati tifundziswa kutsi tibe bengameliluhlolo? Lombono wekugcina kulenzaba ungafaneleka, nangabe futsi nangabe kuphela nje, lenkinga isuka kunchubo yekwengamela luhlolo. Ngicela lulawulo lwenyuivesi kutsi lusungule tindlela letinemcondvo lomusha tekulungisa loludzaba luphele nya. Ngeke kulunge kutsi sibe nalokunye kuputjuka kwemaphepha ekuhlolwa nga-2020.

Mphatsiluhlelo, loku akusho kutsi kute lokwentiwe esikhatsini lesengcile kulungisa lenkinga yesitfunti salesikhungo. Silindzele kutfola umbiko lomayelana nemtselela waletingenelelo lobekhona ekulungiseni sitfunti salenyuvesi. Nginembono lotsi kute silungise kulimala kwesitfunti neluphawukwateka, kudzingeka kutsi silwe nalesimondzawo salesikhungo lesingakalungi kanye nemasiko lasatsatseke njengalafanele kulenyuvesi. Sesikhunjutiwe ngalamasiko langakalungi kanye nekutsi entiwe njani atsatseka njengalafanele luphenyo lolwentiwa nga-2018 Ikhomishini yaseNingizimu Afrika yeMalungelo eLuntfu (i-SAHR) ngemuva kwesicelo

lesentiwa yinyuvesi. Ikhomishini yabona loku lokulandzelako, emkhatsini walokunye:

- Kunetinsayeya letihlelekile netesikhungo lapha e-Unisa letingeke tisonjululwe ngekusebentisa luhlobo lunye lwesingenelelo.
- I-Unisa iyachubeka nekubukana nemazinga laphakeme ekudvonsisana ngekwebuhlanga, kwesatjiswa, kubandlulwa kwabomake kanye nekubandlululwa ngekwetindzawo letingavunyelwa tinhlanga nebulili lobutsite, nanome kunetinchubomgomo letikhona.
- Kufezekiswa kwetinchubomgomo lokwehluleka (kubete kujeziswa kwalabatephulile) kanye nekubete kutinikela kutsi kube neluntjintjo.
- Kubonakala shengatsi kunenkholelo kuletinsolo letitsi kunelisiko lebuhlanga, lekubandlulula bomake, kugcagcala nekwesatjiswa khona lapha ekhatsi e-Unisa.
- Tinhlaka tekubusa takhona lapha e-Unisa atisebenti ngekubambisana ngalokuphelele ekusiteni kuloluhlelo lwekuletsa luntjintjo.

Lena mibono lengasimihle. NjengeMkhandlu, siyati kutsi inyuvesi isungule tinhlelo tekulwa naloku. Silindzele umbiko lomayelana nekutsi seluhambe kangakanani lulawulo lwenyuvesi kulungisa letinye taletinkinga ngobe ngikhulume, ngeluphawukwateka kanye nesitfunti lokutintfo letichumene

nesimondzawo salesikhungo nemasiko. Kulimata sitfunti neluphawukwateka yinkhomba yelisiko lelibi nalelingamukeleki lesikhungo.

Sengiphetsa, sonkhe siyati kutsi lona ngumcimbi wekugcina wekuVulwa ngekweMtsetfo kwemnyaka weTemfundvo nguMphatsi Lomkhulu neLisekelamphatsi laShansela, Solwati Mandla Makhanya, labesolo alisekela lekuphatsa kuleminyaka lelishumi(10) leyendlula. NjengeMkhandlu, siyabonga kakhulu ngaloko lakwentile kuleminyaka leyendlulile futsi silindzele kutfola Umphatsi Lomkhulu lomusha neLisekelamphatsi laShansela labatawuchubela embili lenyuvesi. Njengaloku Lisekelamphatsi laShansela selishito, enkhulumeni yakhe yekwemukela tisebenti ekucaleni kwemnyaka, Umkhandlu uhola inchubo yekutweba, kukhetsa kanye nekucasha Lisekelamphatsi laShansela lelisha. Ummango wasenyuvesi utawutjelwa ngekuhamba kwesikhatsi mayelana nenchubo lelandzelwako. Ngako-ke, asikho sidzingo sekuphaphuleka. Ngitsatsa lelitfuba kutsi ngicele bonkhe labakhona lapha, kutsi sichubeke neligunyakwenta letfu lekunika tinsita letisezingeni labatsintsekako betfu labamcoka, kodvwa sibe sivumela lenchubo yekucasha Lisekelamphatsi laShansela lelisha kutsi ichubeke yenteke.

Kwekugcina, kulomcimbi sitawuklomelisa imiklomelo, lokutawufaka ekhatsi Umklomelo waSihlalo weMkhandlu, siklomelise nemalunga etisebenti kanye nebafundzi labakhombise kuba ngemancusa alenyuvesi ngekutsi bente lokungetulu kwemsebenti wabo labancunyelwe wona futsi

basebentisa sikhatsi sabo benta i-Unisa inyuvesi lephila ngekulandzela emagugu ayo. Siyabahlonipha ngobe sifuna kugcugcutela labanye kutsi bahambe etinyatselweni tabo. Kubonwa kutsi ufanelwe ngumklomelo yindlela lephakeme kakhulu yekuhlonishwa nekubongwa yisuphavayiza yakho, bontsanga, lokufaka ekhatsi kusebenta lokusetulu kakhulu eticwini temfundvo letitsite. Ngitsandza kuhalalisela bonkhe labo labatfola imiklomelo lamuhla futsi ngiyabacela kutsi bachubeke ngalokusemazingeni lasetulu njengendlela yekukhutsata labanye emisebentini yabo kutsi nabo bente njalo. Kusekusebenteni kwetfu sonkhe ngalelo zinga lelisetulu kakhulu kuphela lesingenta ngalo kutsi silwe nenkinga netinkinga tetinsita tase-Unisa. Ngiyawati umtselela wetinsita letisezingeni uvakalela kuphela nangabe wetfulwa licembu hhayi ngumuntfu ngamunye. Ngaleyo ndlela-ke, kubalulekile kuvisisa emazinga ekunetiseka kwemakhasimende kutsi kungetulu nome kungephasi kwaloko lokucatjangwe kucala lokulindzelwe kutsi lelizinga lalensita lifanele kutsi libe kuphi. Sibonelo:

- Nangabe insita leyetfuliwe iyehluleka kulingana naloko lokulindzelekile, emakhasimende ayibuka leyo nsita ngekutsi ingaphasi kwelizinga.
- Nangabe insita iyalingana naloko lokulindzelekile, ngaleyo ndlela-ke likhasimende lenetisekile.

- Nangabe kwetfulwa kwensita kwengca loko lokulindzelwe, ngaleyo ndlela-ke likhasimende liba nalowo mcondvo lotsi lokwetfulwa kwensita kwentiwe ngemalengiso ⁴

Siyawabahlonipha lamuhla labalingani betfu ngobe bayalibona leliphuzu lelilula lelimacondzana nekusebentela. Kuwo onkhe lamalunga etisebenti nebafundzi ngitsi halala futsi niyitfokotele imiklomelo yenu leniklonyeliswa yona.

Ngiyabonga.

⁴ Joseph, M., Yakho, M. and Stone, G. 2005. An institution's quest for service quality: Customers' perspective. *Quality Assurance in Education*, 13 (1): 66 - 82.