



**2022 Combined Annual Reports of the  
Hillcrest Advice Bureau and Bursary Fund**

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# Hillcrest Advice Bureau and Bursary Fund

*A Better South Africa, One Degree At A Time...*



## Contents

1. Chairperson's Summary Report of Activities	Page 2
2. CAO Project Report	Page 5
3. Advice Bureau Report	Page 9
4. Schools Fund Report	Page 13
5. Tertiary Report	Page 15

# Hillcrest Advice Bureau and Bursary Fund

*A Better South Africa, One Degree At A Time...*



## Summary Report For 2022

**50 Years of HABandBF! Celebrated in June with one of the original founding members present – The Reverend Doris Sithole!**

**Income** from donations was **DOWN 5%** on 2021 we were disappointed not to receive LOTTO funding due to the investigations into LOTTO

**Expenditure** per **Tertiary Fund** beneficiary was **R20646**

**48 Tertiary Students** assisted achieving a **96%** pass rate

**300 School Children** in 22 schools assisted with uniform

**49 Food Parcels** issued to 12 Advice Bureau Families and **to Flood Victims**

**111 Clients** helped by Advice Bureau

**50 Matriculants** helped by the **CAO Project** to access NSFAS funded university places

**624 Matriculants** benefitted from **CAO Personality Type & Course Choice workshops**

**792 Grade 9's** benefitted from the **CAO Subject Choice workshop**

**Admin Costs 3%** of expenditure

**New member**, Abigail King-Milne, joined during the year and focussed on **Alumni**

### Celebration!

**Let me start by celebrating the achievements of our very small fund over 2022 and the preceding 50 years. With very little money and a lot of time, dedication and hard work, in 2022 we touched the lives of 1937 Beneficiaries to a varying degree – giving lifelong changes in circumstances for those helped by the Advice Bureau, Tertiary Fund and CAO Project High Fliers; and giving hope and purpose for the School Fund and CAO workshop Beneficiaries. Despite again reverting to hand to mouth financing we are all super proud of the impact of our work on helping the disadvantaged within our geographical area to help themselves overcome the many hurdles towards breaking the poverty cycle. We salute our Founding Members and their vision and commit to continuing their work as long as it is necessary.**

### Expenses

The Website was totally overhauled and upgraded. Many Thanks to Thirusha from Webhouse who ate into her maternity leave to meet us and finalise the upgrade. Abigail and Ann were absolutely invaluable assets, applying their previous website design experience from a User's perspective to make the whole thing make sense and flow. We still have to work out how to upload photos to the gallery and are waiting for Thirusha's maternity leave to end before tackling this final stage. There was an awful lot of hard work involved, and, of course a cost (which was kindly discounted by Webhouse), but the revised website is now mobile phone friendly, up to date and interactive with our facebook account.

# Hillcrest Advice Bureau and Bursary Fund

*A Better South Africa, One Degree At A Time...*



Our wage bill has increased significantly – Nokuthula is now accompanying Advice Bureau clients to Home Affairs and SASSA and is able to advocate for them and thus resolve their applications quicker. Her hours have tripled as a result. We have taken on Fortunate Ngobese as an intern to interview clients and beneficiaries at their homes and to keep our Facebook site fresh. She will also be tracking down more of our alumni, continuing the work which Abigail started.

Tertiary Fund Fees have increased by 82% due to some students studying at private colleges not supported by NSFAS for particular career related qualifications such as Civil Engineering Project Management as well as some students having exceeded their NSFAS funded allowed years of study (due to, for example, illness or having changed subject mid course) and needing a further semester or year to complete their qualification. In these cases, after interview and much deliberation, we have paid the fees so that the student can complete.

## Finance

Income was down 5% and we finished the year with a R299245 deficit, reducing our reserves to almost zero. The funding which we had hoped to receive from LOTTO and MerSETA was not forthcoming and we are still hoping that these applications will be successful and that we will benefit from the associated funding in 2023.

## Thanks

Thanks to **C&S Accounting** for pro bono compilation and auditing of the Annual Financial Statements and discounted access to cloud based accounting, to **Stimela Consulting**, to our team of **volunteers** for donations of Thank You gifts, their petrol, airtime, printer ink and paper, to **Netelligent Consulting** email service providers for their discount, to **Holy Trinity Anglican Church** and the **African Gospel Church** for donating space and facilities, to **Webhouse Limited** for the discounted upgrade of our website and to **Sam Luckett** who developed our new cloud based records system all the way from Singapore!

Also to the Diapalante Trustees who continue to allow us to use their online funding platform which enables UK donors to increase their donation by 25% due to the UK Gift Aid scheme where tax is refunded on donations to registered charities.

Thanks especially to the Trusts, Charities, Corporates and individuals who donate the money, second hand laptops and smartphones that we use to do our work, helping to make **'A Better South Africa, One Degree At A Time...'**

## Volunteers

Our team of volunteers are invaluable to our work, none of which could be done without their time, knowledge and skills. The Team is strengthening which can only be for the benefit of the Beneficiaries and of the sustainability of the Fund: We welcome Dudu in 2023 and look forward to the return of Nicky after her maternity leave. Our prayers are with Abigail for the restoration of her full health.

Tanya Harvey

12<sup>th</sup> April 2023

# Hillcrest Advice Bureau and Bursary Fund

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HAB and BF 2022 Donations					
	Financial Donations			Non Financial Donors	
January	Diaplante Solon			Holy Trinity Anglican Church African Gospel Church Kearsney College	Space, storage, photocopying, use of telephones Space Venue for meetings, Manzini Zungu's time
February	Capability BPO - Mark Essey Anonymous Individual Comburs Coker Family Trust Anonymous Individual Solon Tertiary Grant Comburs R Paget Will Trust			C&S Accounting Volunteers Gordon Allen Jenipher Lavander Lynette Reynolds Netelligence Consulting Dr. Bohmer Diapalante Ann Maud	Auditing, Financial Statement preparation, Discount on cloud based accounting package Time, petrol, airtime, printing, wisdom, advice Reconditioned Laptops Email Interview Clothes Email hosting discount Discounted consultations for a Tertiary Fund student Allowing use of their VirginGiving platform for UK based sponsorship funding and matched giving
March	Beare Foundation Greenacre Foundation Grice Family			Sandy Bird Ann Maud Sam Luckett Kevin Andrew	Laptop 2 laptops Printer Time, expertise in developing Cloud based software to record Beneficiary Interactions and Beneficiary History Discounts on refurbished laptops and laptop repairs
April	Solon 2nd Instalment Gordon Allen via Diapalante				
May	Solon Tertiary Fund 1 SPAR Maureen Stone Solon Flood Relief				
June	Stanley Raaf Trust Ramsden Trust Diapalante Stef, Jords, Vic Sponsorship Anonymous Individual				
July	Solon Tertiary Fund 2 Diapalante Barclays Matched Giving				
August					
September	Robin Hamilton Trust Comburs				
October	Fulton Trust Key Truck and Car Hire Pty Molly Reynolds Trust Anonymous Individual				
November	Anonymous Individual				
December	Solon Inverter Grant				



## CAO PROJECT ANNUAL REPORT 2022

In the year that Hillcrest Advice Bureau celebrated its Golden Jubilee the CAO project took on new life and reached many more learners. The original purpose of the project was to assist the top ten learners from selected schools by paying their application fees, but in 2022 we introduced workshops for Matric and Grade 9 classes. By doing so we moved from reaching 40 Matrics to reaching 624, plus in the region of 850 Grade 9's. During the course of the year we were also able to increase the number of schools we support to five for Matrics and six for the Grade 9 workshops.

### **Class of 2021**

The nature of the educational cycle in South Africa is such that our work with the high fliers straddles calendar years. We met the 40 learners we supported in 2021 towards the end of 2021, they received their matric results in January 2022 and we continued to keep in contact with them as their applications for tertiary study were processed.

Their success in accessing post school education is as follows:

School	Learners supported	Results received	20-25 points	26-32 points	33 points and above	Accepted to study 2022	Accepted to study 2023	Total accepted to study
Khabazela	10	7	3	3	1	3	0	3
KwaBazothini	10	9	2	5	2	3	2	5
Kwantebeni	10	9	0	2	7	6	1	7
Thabela	10	8	0	5	3	3	3	6
Total	40	33 (82.5%)	5 (15%)	15 (45.5%)	13 (39%)	15 (45.5%)	6 (18%)	21 (63.6%)

Behind the statistics are human stories: Nontuthuko is a single mum who went back to school to complete matric at 22. We helped her with basic toiletries before she moved into Res in Pietermaritzburg, then with travelling expenses during the year. Her second semester average mark was 65,5%. Sakhile registered for B Engineering Technology in Computer Engineering, focussing on software development, and desperately needed a laptop for his assignments. We sourced and upgraded a donated laptop for him. Minenhle is a student teacher. She was not offered a place in residence and was struggling to study online in her

# Hillcrest Advice Bureau and Bursary Fund

*A Better South Africa, One Degree At A Time...*



crowded home. We helped her with funding for off campus accommodation. Ayanda is an exceptional student who always wanted to be a doctor, but found herself studying for B Pharmacy because there was no place available for Medicine. Her first year average was 86%. She found a place at UFS for Medicine for 2023, but needed to pay an upfront registration fee because of the delay in transferring her NSFAS account. We were able to make her a loan to do this.

Keeping in touch with at least some of the 2021 Matrics has opened our eyes to the challenges even those with excellent results may encounter in attempting to get into university, and we are working on interventions to assist. Some failed to be selected despite good results. Two who were selected failed to navigate the registration process. We are trying to learn from their experience for the benefit of future Matrics. We found that a consistent characteristic of applications that fail is that the applicant has selected programmes without meeting specified requirements, either the subject requirements or the requirement to place a specific programme near the top of the list, so our workshops will focus increasingly on the need for reality checks.

During the course of the year we invited all of our high fliers who were studying to come to a Drop In session to update us on their experience of studying. Following these interviews three were signed up with HAB's Tertiary Fund so that they could be given additional support.

## Some of our 2021 High Fliers:



## Class of 2022

For 2022 we planned two workshops for Matrics. The first focusses on understanding your personality and identifying your dream, and the second on how to reality check your plans in the light of your results. At the beginning of February Mr Mabaso and I met with the School Management Team in the four schools we worked with in 2021, and explained our new programme. This was well received, and we held the first term workshop in all four schools.

# Hillcrest Advice Bureau and Bursary Fund

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By mid-year a fifth school asked to join the programme, having heard about us, so we were able to bring them in and HAB found funding to support their top ten Matrics as well.

We then arranged to conduct Workshops in the five schools with Grade 9's (and, in one instance, their parents) on the importance of choosing their subjects for Grade 10 carefully. Following the success of this workshop we were invited to another school, which we also encouraged to join our Matric programme. So now we had six schools on the programme.

## A glimpse of our Workshops



## Workshops we conducted in 2022

CAO Programme 2022	Khabazela	KwaBazothini	Kwantebeni	Siyajabula	Thabela	Mnyameni	Total
Number of Matrics 2022	155	58	149	216	46		624
Pass Rate 2021	55%	65%	82%	44%	75%		
Pass Rate 2022	55%	79,20%	92%	60,40%	70%	86%	
1st Workshop	04-Mar	03-Mar	25-Feb		01-Mar		
2nd Workshop	Could not schedule	02-Jun	27-May	27-Jul	25-May		
Met with Top Ten	13-Jun	22-Jun	23-Jun	12-Aug	08-Jun		
Number of Grade 9's	155 (est)	93	149 (est)	275	46 (est)	120	792
Grade 9 Workshop	13-Oct	24-Oct	17-Aug	20-Oct	26-Aug	26-Oct	

# Hillcrest Advice Bureau and Bursary Fund

*A Better South Africa, One Degree At A Time...*



These are some of our 2022 high fliers:



We set up WhatsApp groups to keep in touch with the high fliers, and 33 out of the original 50 kept in touch. Several had questions about aspects of the application process, and it was good to know that they felt they had someone to turn to. Details of their Matric results and application success will form part of our report for 2023.

Ann Braine, Wiseman Mabaso

## Annual Report Of The Advice Bureau For The Year 2022



Photo: left to right: Advice Bureau's Paralegal, Winnie Mtakwende, Advice Bureau's Paralegal Nokuthula Sokhele and client, Thokozani Nzama.

Established in the year 1972, the Advice Bureau has been providing assistance to members of the KwaNyuswa community with resolving matters they encounter at the Department of South African Social Services Agency (SASSA) and at the Department of Home Affairs, when applying for pension grants and identity documents.

For the year 2022, we assisted a total number of 111 clients, all with varying cases at SASSA and at Home Affairs. We have managed to help resolve a number of cases, with some cases still pending because of the slow pace of system at the government departments services.

With cases that we have helped resolve successfully for the year 2022, our clients received a total sum of R17 061, 93. Unfortunately, due to losing contact with some of our clients who do not come back to give us a report after successful applications, we are unaware of the sum of money they have received.

Among support being provided to our clients, we assist by accompanying them to SASSA, they are provided with transport money and they receive food parcels, whilst awaiting successful response of their applications.

# Hillcrest Advice Bureau and Bursary Fund

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## • Advice Bureau Annual Report On Activities During 2022.

Problems	Cases	Amount Received	Status	
Eviction	1		Pending	
Birth Certificates	10		8 Successful 2 Pending	
Child Support Grants	1	R740.00	Successful	
Motor Vehicle Accident	2		Successful	
Foster Care Grant	2		1 Successful 1 Pending	
Death Benefits	16			
Disability Grants	37	R7. 680.00	2 Successful	
Surplus Appointment	-	-	-	
Identity Books	8		1 Successful	
Dependent Benefits	-	-	-	
Provident Fund	11		Pending	
Pay Awards	-	-	-	
Pay Deductions	-	-	-	
Old Age Pension Grants	2	R8.641.93	Both Successful	
Land Claim	-	-	-	
Assupol Insurance	-	-	-	
Late Estates	-	-	-	
Miscellaneous	15		2 Successful	
Total		R17.061.93		

### Example Cases

#### Birth Certificates

1. Zandile Gumede
  - Was assisted with getting a birth certificate and she is now being assisted with getting an identity document.
2. Malondi Thabethe

# Hillcrest Advice Bureau and Bursary Fund

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- Has received assistance with getting both her birth certificate and identity document. She has received both and is now being assisted with getting a R350.00 social distress relief grant from SASSA.
3. Minenhle Prisca Gwala
- Received assistance with getting her birth certificate. She has received it and is now being assisted with getting her identity document.

## **Child Support Grant**

1. Kehla Ngidi
- Father of a child who was abandoned by it's mother.
  - We assisted him with his child's child support grant application.
  - It was successful and he received the sum of R740.00 on his first pension payout.

## **Motor Vehicle Accident**

1. Mduduzi Mkhize
- Received assistance with accessing his road accident fund payout.
  - We heard rumors from neighbours that he has received it, but he did not come back to give us a report, so we do not know the sum of money he received.

## **Foster Care Grant**

1. Sizani Hlongwane
- She is a grandmother who lost her mother because she got ill and passed away.
  - She is being assisted with applying for a foster care grant for her grandchild.

## **Disability Grants**

1. Bhokh Patrick Ndlovu
- Received assistance with accessing his disability grant.
  - It was successful and he received the sum of R3.780.00 on his first pension payout.
2. Mlamuli Mdakwende
- Received assistance with accessing his disability grant.
  - It was successful and he received the sum of R3.900.00 on his first pension payout.

## **Identity Documents**

1. Malondi Thabethe

## Hillcrest Advice Bureau and Bursary Fund

*A Better South Africa, One Degree At A Time...*



- Received assistance with getting both her birth certificate and her identity document.
- She has received both and she is now being assisted with accessing her R350.00 social distress relief grant from SASSA.

### 2. Anele Mthimkhulu

- Received assistance with accessing her identity document.
- Her application was successful and she has received her identity document.

### Old Age Pension

#### 3. Lindiwe Gumede

- Client was being assisted with accessing her old age pension grant.
- It was successful but temporary and she has received the sum of R8.641.93, so far.
- We are still assisting her because SASSA owes her arrears on her pension payout and her pension grant was reinstated with a wrong identity document number.

We would like to thank all stakeholders and individuals who assist us by contributing towards making it possible for struggling South African citizens to gain access to essential human rights services.

Report by Winnie Mtakwende and Nokuthula Sokhela Dated 12<sup>th</sup> April 2023



## **SCHOOLS PROGRAMME 2022 Annual Report**

We had an early start to the year in January when a request came in, from Nicky Sibaya of the Tertiary Fund, for a uniform for a young boy going into Grade 11 at Hillcrest High School. **Nqobi Sithole** is an exceptional young man! Polite, eloquent, pro-active, determined to achieve well, shows initiative, leadership qualities, drive and is ambitious. Rosemary phoned his parent's employer where his mother is the domestic helper and father the gardener and established that they were not in a position to help Nqobi – they had already assisted him in acquiring his bursary to attend the school. Rosemary met the young man at the school and bought the uniform required. We also went shopping for his stationery requirements. He is not a sportsman and lives with his parents in one room in the domestic workers accommodation. In November there was a write-up about him in the Highway Mail.

Later in January, we had uniform requests from **Hlengiwe Msomi** of Future Stars cc NPO. We delivered uniforms to a hall in Ngcolosi where we fitted the learners. Hlengiwe demands respect and is a strong influence in her area. She told the learners about HAB and that they must be proud of their uniform and care for it; attend school regularly and on time; and work hard. It was such an encouraging worthwhile visit. In total 24 uniforms – 8 different schools.

**Lungi Khwela**, the Development Services Worker gave us her uniform request list. On a Sunday afternoon Rosemary and Lungi met two learners on the side of the road and they managed to try on their uniforms under a tree! 16 uniforms – 8 schools (some the same as Hlengiwe's)

**Winnie** from the **Advice Bureau** in KwaNyuswa requested uniforms for 8 learners from 4 different schools. Winnie and Nokuthula fitted these uniforms and sent photos. (1 attached)

Rosemary and Caitlyn visited 6 schools. We fitted, exchanged where necessary and returned to the school, uniforms to 159 Learners.

Total: 207 Uniforms – about 22 schools.

**KZN FLOODS:** After submitting a request to our sponsor for funding for Flood victims held in shelters and halls we were donated R50 000. This was an arduous task! We were however able to fit 93 learners with new uniforms.

It is difficult to condense the year's activities into one report. Detailed reports were written throughout the year for our sponsor.

# Hillcrest Advice Bureau and Bursary Fund

*A Better South Africa, One Degree At A Time...*



Our supplier Pinetown Bargain Bazaar has been outstanding. All the orders were delivered to Rosemary's home sometimes at very short notice.

## **SOME OBSERVATIONS**

Now and then we find that some of the younger children do not wear panties and older girls do not wear bras. When trying on the uniforms this is very embarrassing for the child. In July 2022, Caitlyn put out messages for donations for underwear for all school going learners in our Valley of 1000 Hills and the response from our greater community and private schools was overwhelming. 4000 new pairs of panties were received and over 1000 bras. Caitlyn, along with a team of volunteers, then sorted all underwear (a huge task) and then went out to 6 schools in total to distribute them.

The response from each school was truly incredible and the need far greater than we had realised. It is assumed that most children in our Valley of 1000 Hills have between 2 – 4 pairs of panties, and very few teenage girls own bras.

On a separate note, another observation of ours is that there is often no vacant or empty classroom for trying on uniforms at the various schools which often means that the older learners need to change in the toilets. Pam Sithole, the retired principal from Khanyakhwezi, has intimated that she would like to help us with the uniform lists especially from her old school. This would be most welcome to alleviate incorrect sizing which we experience regularly.

**39 food parcels** were taken to Winnie during the year and we spent an extra R2000 on food parcels for the flood victims.

In total we received: R126000 from our main sponsor. R10000 anonymous donor.

Our sincere thanks to our donors who make this programme possible.

Caitlyn de Beer and Rosemary Dickinson  
Administrators – School Programme  
Hillcrest Advice Bureau & Bursary Fund



## Tertiary Fund Report For 2022

### **Highlights:**

- **96% of our students passed** (46 out of 48)
- **21** Students Graduated in 2022; 11 of whom are employed, 9 in further study and 1 job seeking
- **SEVEN** Academic Excellence Awards, **Two** Full Masters Scholarships Awarded
- **New Online Interaction Form** developed using Microsoft Teams giving shared online cloud access to student, alumni and CAO interaction history to all Members.

### **Past Students News**

Here is a sample of the activities of some of the HABandBF Alumni:

- Ntombizodwa Mbatha (2020) is a Midwife at Jozini CHC
- Faith Mkize (2020) is a Child and Youth Care worker in Cape Town
- Siyanda Ngcobo (2020) is a teacher at Kloof High
- Ntokozo Mbili (2020) is an intern Social Worker in Pinetown
- Nozipho Mhlongo (2018) is a Junior Merchandise Planner

### **2022 Students News**

We supported 48 students in their studies and 15 graduates from 2021 with help (transport, data) towards job seeking. Two workshops were held u run by Lwazi Kleinboo to help our final year students and unemployed graduates in CV writing and in interview skills. They were well received and have already been repeated in 2023.

The majority of students have good attitude, give information when asked and tell us of problems in good time. Marks are generally very good for this group. A minority fall into the 'very needy' or 'difficult to get hold of' categories.

'Very needy' are in constant contact, may have developed physical or emotional health issues and are often referred for personal counselling and are called in for regular face to face meetings.

'Difficult to get hold of' are often those who put last minute financial pressures on us – for example 'these fees need to be paid by tomorrow otherwise I can't sit my exams' – putting us in the position of having time pressures on completing due diligence before approving and then making the payment. The 'difficult to get hold of' group also include those who do not share their ongoing problems therefore we are unable to advise them how to manage these issues to prevent failure.

### **Volunteers**

## Hillcrest Advice Bureau and Bursary Fund

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We welcomed Abigail King Milne to our team mid year. Fortunate Ngobese graduated in 2022 with a BTech in Journalism and is doing an internship with HABandBF writing profiles on alumni and students.

Our team of volunteers now meet students face to face on the 2<sup>nd</sup> and 4<sup>th</sup> Wednesday morning of each month as well as maintaining records, authorising payments, giving advice and direction by email and whatsapp and many other activities. They are generous in sharing their wisdom and experience with the students.

We benefitted from the programming expertise of Sam Lockett who was kind enough to develop an online interaction form, allowing all Members to access each Student's interaction and achievements history via the cloud. Thanks to Sam, Ann and Abigail for the many hours via Zoom meetings with Sam in Singapore for achieving this outcome which has long been a dream of mine. We are no longer dependent on paper files held in the Church at Hillcrest!!! And we no longer have to handwrite the same information 3 times in 3 different files! Wonderful!

### **Thanks**

Deep gratitude to all who support the work of the Tertiary Fund, especially to the Donors and to members of Holy Trinity Anglican Church. We believe, as you do, in the power of education to change lives, inspire others and benefit our community and our country.

Report dated 19<sup>th</sup> April 2023 by Tanya Harvey

# Hillcrest Advice Bureau and Bursary Fund

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<b>Hillcrest Advice Bureau And Bursary Fund</b>			
<b>Forty Eight 2022 Students, Records of Studies</b>			
<b><u>Qualifications Studied For:</u></b>			
<b><u>THIRTEEN Postgraduate Degrees/Degree Equivalents In:</u></b>			
MSc. Environmental and Geographical Studies	1	Masters Med Science Pharmacology	1
MSc. Chemistry & Chemical Technology	1	Masters Medical Microbiology	1
Advanced Dip. Civil Engineering	2	BA Hons Psychology	1
Postgrad Dip Financial Accounting	1	B.A. Hons Public Administration	1
Postgrad Dip in Engineering Project Management	1	B.Tech Journalism	1
Advanced Dip. Mechanical Engineering	1	BSc Hons Economics	1
	7		6
<b><u>TWENTY SEVEN Degrees/Degree Equivalents In:</u></b>			
B.Ed.	9	BSc Pharmacy	3
LLB	5	MBCHB	2
B Com Accounting	3	B. Business Science	1
BSc Civil Engineering	1	B.Sc. Microbiology & Biochemistry	1
BA PPL	1		7
Maths	1		
	20		
<b><u>NINE Diplomas In:</u></b>			
Dip Graphic Design	1	Dip Office Admin	1
Dip Professional Cookery	1	ABET	1
Dip. Agriculture	1	Bridging Course Civil Engineering	1
Dip Home Based Care	3		
<b><u>FIFTEEN 2021 Graduates Assisted in Job Seeking</u></b>			
(A further THREE went into further education, TEN are in a Career and ONE is still job hunting)			
BSc Industrial Engineering	1	BSc Geological Science	1
PGCE	1	Masters Philosophy	1
Masters Supply Management	1	BSc Applied Chemistry	1
Sister Level Nursing	1	Btech Construction Management	1
B.Com Accounting	1	Enrolled Nurse	1
B. Tech Journalism	1	B.Ed.	1
Masters in Environmental & Geological Studies	1	Dip. Mechanical Engineering	1
Dip Paralegal	1		
<b><u>TWENTY ONE Students Graduated in 2022</u></b>			
Civil Engineering Project Management	1	B.Sc. Mathematics	1
Hons Geography and Environmental Management	1	Postgrad Dip in Financial Accounting	1
Hons Medical Microbiology	1	Advanced Dip Civil Engineering	2
Btech Journalism	1	Hons Public Administration	1
B.Ed.	3	BSc Microbiology & Biochemistry	1
BSc. Business Science	1	Civil Engineering Bridging Course	1
BSc PHARMACY	1	Home Based Carer	1
LLB	3	Dip Professional Cookery	1
<b><u>Institutions:</u></b>			
<b><u>FORTY THREE At Universities</u></b>		<b><u>ONE At FET</u></b>	
DUT	3	Elengeni	1
MUT	3		
UNISA	12	<b><u>FOUR At Private Colleges</u></b>	
UNIZULU	1	Abafundi	2
UKZN	24	Mancosa	1
	43	International Hotel School	1