

Groenpunt Correctional Services: E-Literacy Training for Staff and Inmates [Discussion Case]

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Case Overview

Schalk van der Sand pondered this question as he considered how he could go about e-literacy training for staff and inmates. He now found himself thinking about the things he needed to accomplish in order to execute his mandate as training manager at Correctional Services. What was missing was the e-literacy skill set required to take advantage of the government's e-skills training programme as indicated in the National Development Plan.

Van der Sand realized that he had a range of options. At one extreme, he could "throw money at the problem," by hiring professionals to take care of the training functions such as promoting, presenting and certification. Solutions following this principle would allow him to choose among the best of the service providers and ensure high levels of professionalism within the Correctional Services. At the other extreme, he could continue with the training as provided by the CoLab during the pilot study during the previous financial year. This option would allow him to focus on other training activities and less on the management of private service providers. This would conserve cash-flow, but leave him with more day-to-day responsibilities.

Like most decisions he had to make, Van der Sand knew that this decision too needed to be made quickly. There was a new Human Resource Manager appointed at the Correctional Services and he wanted to present the recommendation to him in order to start the e-Literacy training as soon as possible to be able to issue certificates to the interns that are currently employed at Correctional Services.

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