



17 September 2026

SUBJECT: LEARNER STIPEND PAYMENT QUERIES AND ESCALATIONS STATEMENT

EWSETA is aware of delays affecting stipend payments in some EWSETA-funded learning programmes. We recognise the financial hardship and uncertainty that delayed stipends can cause, particularly where learners depend on them for transport, daily living expenses and continued participation in workplace-based learning. These concerns are treated seriously and with urgency.

At the same time, EWSETA is a public entity entrusted with public funds. Payments can only be approved when the requirements of the applicable Funding Agreement and the necessary contractual, financial, verification and governance controls have been met. These safeguards are not intended to delay support to learners; they protect learners, Skills Development Providers, host employers, EWSETA and the integrity of funded programmes. EWSETA cannot compromise these requirements or make payments that are not supported by complete, accurate and verifiable evidence.

Dedicated learner query and escalation channel

Learners with queries about stipend payments on a specific EWSETA-funded programme should email stipendqueries@ewseta.org.za. The email should include the learner's full name, learner Identification number, programme name, Skills Development Provider, host employer, period of the outstanding stipend and any relevant supporting information. Using this channel will enable EWSETA to log, direct and track each query and provide a coordinated response based on verified information.

Requirements for Skills Development Providers

EWSETA calls on all Skills Development Providers to comply strictly with their Funding Agreements and all documented governance, project implementation, reporting and evidence requirements. Providers must:

- quality-check and submit complete, accurate and reliable learner-level documentation and supporting evidence within the required timeframes;
- maintain verifiable records of learner commencement, attendance, participation, assessments and stipend obligations and payments;
- identify and escalate implementation, placement, learner-management or cash-flow risks early, through the agreed channels; and
- communicate accurately and responsibly with learners and host employers, without attributing delays to EWSETA where contractual requirements or supporting evidence remain outstanding or unverified.

EWSETA acknowledges that providers may encounter legitimate implementation challenges. Early, transparent and collaborative engagement allows matters to be addressed before they disrupt learning or place learners under avoidable hardship. Where concerns arise, EWSETA will work with the relevant provider to establish the verified position and pursue a lawful, fair and accountable resolution.

Learners are encouraged to continue participating in their programmes and to avoid decisions that may jeopardise completion of their qualification or workplace experience while a query is being addressed.

EWSETA remains committed to protecting learner interests, ensuring provider accountability and safeguarding the public funds entrusted to it.



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