

**KNOWLEDGE GIFT TITLE:**

**Multi-stakeholder Collaborative partnerships and dialogue**

**COUNTRY(IES) / REGION:**

**South Africa (Southern Africa)**

**LEAD ORGANISATION:**

**SEED / Indalo Inclusive (SEED South Africa)**

**CHALLENGE / PROBLEM**

How can ecosystem actors (esp. BDS providers and government) combat lack of coordination & sharing of best practices to standardise criteria and regulate the quality of business advisory / development services to better support the long-term success of socially inclusive & environmentally sustainable SMMEs?

**MAJOR ASSUMPTIONS MADE**

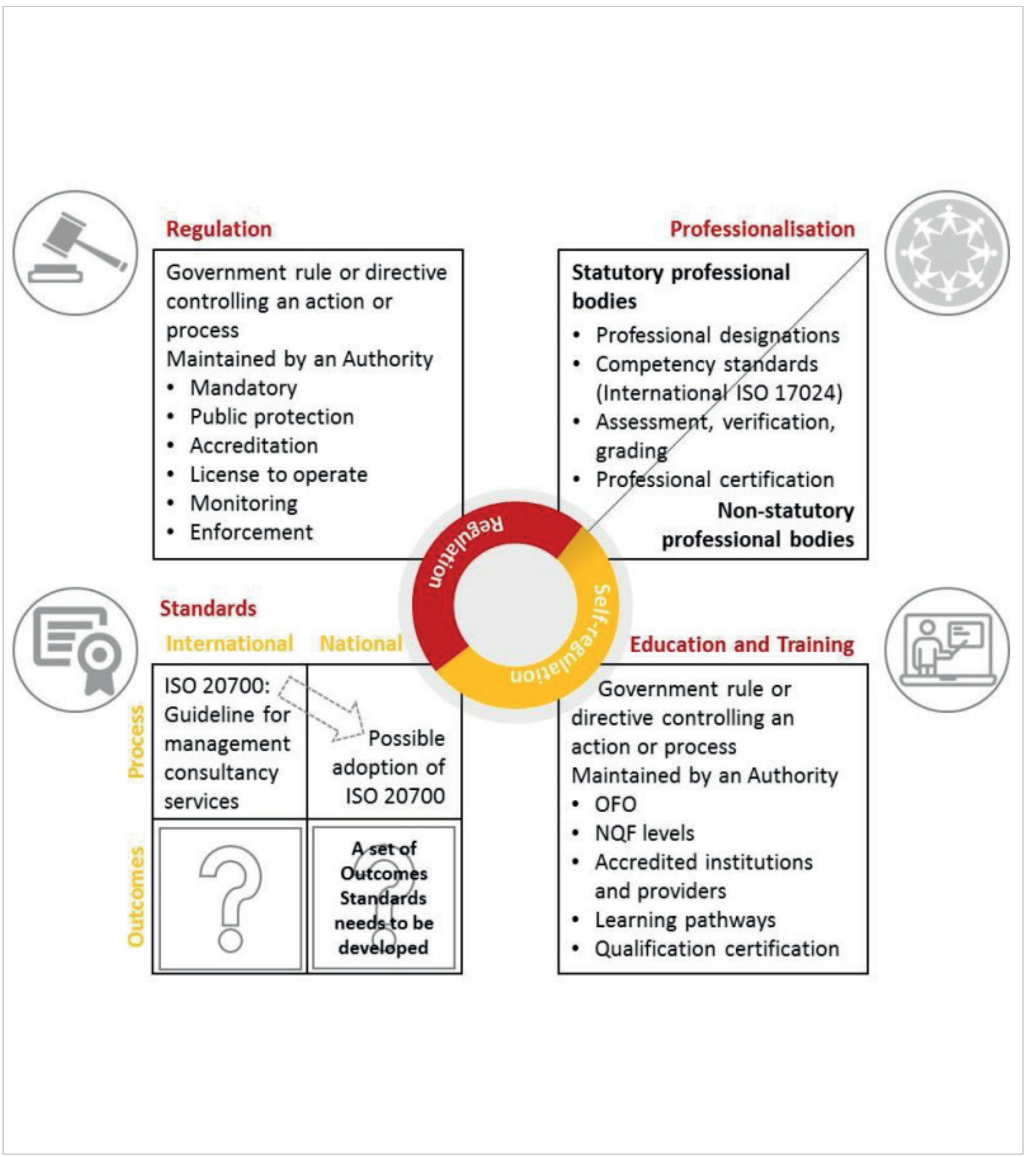
- BDS / BAS require more coordination & professionalisation for improved development support packages & service delivery
- National BDS Standard would help to build credibility of effective approaches & provide benchmarking

**SOLUTION OFFERED**

SEED coordinated stakeholder consultation with government, practitioners, entrepreneurs, private sector entities to combat culture of competition within BDS in South Africa, share knowledge & co-develop framework for Strategy for Improve Business Advisory in South Africa, which includes recommendations for:

- (1) Regulation: Engaging government to play an active role in sector regulation & incentives for best practice
- (2) Professionalisation: Consolidating responsibility to statutory & non-statutory professional bodies for competency standards, certification, assessments & monitoring
- (3) Creation of Standards: Combining existing national & international standards with development of Outcomes Standards
- (4) Education & Training: Streamlining accreditation for institutions & providers

**ILLUSTRATION / VISUAL**



**OUTPUTS CREATED**

- (1) Ecosystem actors developed a Shared Understanding of the Needs in Business Advisory in South Africa
- (2) Ad-hoc Working Group was formulated with a purpose of coordinating dialogue and activities towards a solution
- (3) Government adopted process and set as priority for policy formulation in South Africa
- (4) Discussion Paper towards Improvement of the Sector was published - having been Co-Authored by SEED and key Government Partners
- (5) Further consultations with practitioners is underway
- (6) Creation of a on-going practitioners dialogue across all provinces in South Africa through the network coordinated by government

**INDICATORS / SCALE / IMPACT**

- Indicators: Government & key agencies allocated technical & financial resources to BDS Standard development
- Scale: BDS Standard to be applied nationwide in South Africa
- Impact: Improve collaboration between BDS providers & other ecosystem actors; inclusion of eco-inclusive (socially inclusive & environmentally sustainable) BDS support

**PARTNERS**

- SEED South Africa / Indalo Inclusive (Lead Partner)
- Government of Flanders (Donor)
- Services SETA (Government Education and Training Authority)
- Professional Bodies (incl. IBASA)
- Government Departments (incl. Ministry of Small Business Development and Small Enterprise Development Agency)

**KEY RECOMMENDATIONS / UNIVERSAL PRINCIPLE**

- Facilitate processes for public-private consultation that facilitate coordination & knowledge sharing between government & BDS experts for sustainable partnership building - Encourage recognition & alignment of new ideas to build on existing approaches for more resilient & sustainable policies & intervention - Ensure adequate technical expertise to support the processes

**REPLICATION POTENTIAL / SUSTAINABILITY**

Avenues for replication / adaptation include this solution's approach for: 1) ecosystem mapping from national to local (to include eco-inclusive BDS experts); 2) investment in multi-stakeholder consultation; 3) structure of working group; 4) networked communication channels; 5) participation, support & visibility of related ecosystem events & processes

**TOPICAL FOCUS**

- MSME segmentation & entrepreneur-centred approaches
- Interplay between financial & non-financial services
- MSME support in digital era
- Entrepreneurial eco-systems & local advisory service providers
- New trends in MSME development

- Green
- Gender
- Fragility

**SUB-TOPIC SELECTED** combined support services / strengthening local institutions

Facilitated by: