



KWAZULU-NATAL PROVINCE

EDUCATION
REPUBLIC OF SOUTH AFRICA

OFFICE OF THE HEAD OF DEPARTMENT

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LTSM Provisioning

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TO

- : DEPUTY DIRECTORS-GENERAL**
- : CHIEF DIRECTORS**
- : DIRECTORS**
- : CHIEF EDUCATION SPECIALISTS (CIRCUIT MANAGEMENT)**
- : CIRCUIT MANAGERS**
- : PRINCIPALS OF PUBLIC ORDINARY SCHOOLS**
- : SCHOOL LTSM COMMITTEE MEMBERS**
- : CHAIRPERSONS OF SCHOOL GOVERNING BODIES**

KZN CIRCULAR NO 103 OF 2025

TEXTBOOK RETRIEVAL & RETENTION FOR THE PERIOD ENDING DECEMBER 2025

1. This circular communicates the reporting process for the retention and retrieval of textbooks from learners and teachers in the period ending in **December 2025**.
2. In terms of the Learning and Teaching Support Material Sector (LTSM) Plan, schools must retrieve textbooks from learners and teachers at the end of the academic year and report on retention, losses and damages to the Department.
3. In responding to KZN Circulars numbered 60 and 64 of 2025, whichever was applicable, schools indicated fully functional School LTSM Committees. These committees must champion the effective implementation of the Textbook Retrieval and Retention Policy in retrieving textbooks from learners.
4. Principals and Deputy Principals must support School LTSM Committees to ensure successful implementation and reporting. These obligatory responsibilities of Principals and Deputy Principals are clearly defined in the South African Schools' Act No. 84 of 1996 (SASA), Section 16A and the Collective Agreement No. 02 of 2020.
5. School Governing Bodies are also called upon to advocate strongly on the retrieval of textbooks, as per Circular S8 of 2020. Giving learners access to textbooks is an integral part of the right to education as enshrined in Section 29(1) of the Constitution.
6. **As cited in the Provincial Retrieval & Retention Report, schools across the province incurred losses and damage of textbooks totaling R334m in 2024. The Department deems this extent of write-off to be unsustainable to the provincial fiscus and detrimental to curriculum delivery for future learners. In addition to district and**



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circuit offices addressing retention rates of 2024 with schools, the Department has deemed it prudent to implement an online platform to assist schools with the process of analyzing and reporting on losses and damages for 2025.

7. The online platform, is available to schools at <https://www.itsm-essentials.co.za>, streamlines the previously paper-based process, enabling improved accountability, analysis, reporting, and implementation of remedial actions.
8. Schools may access the online platform by following the steps given in the Access Manual (Annexure 1). Should schools require additional assistance, the Helpdesk contact numbers are listed in Step 3 of the Manual. **Schools with S21(1)(c) functions may access the online platform with the same login credentials (username and password) used to access the S21c electronic tool.**
9. Upon accessing the electronic platform, schools must follow the guidance given in the Retrieval & Retention Training Manual (Annexure 2) to input losses and damages and generate a disposal list. In addition, online training will commence twice daily, at 11h00 and 14h00, on MS-Teams from 10 November 2025 to 28 November 2025. Districts shall inform schools on the MS-Teams training link(s) in due course.
10. **Schools are required to complete the necessary retrieval and retention tasks online by 30 January 2026.**
11. An appeal is made for schools to comply with the above directives and deadlines, as prior findings of the Office of the Auditor-General include:
 - i. Inadequate remedial action or corrective measures on previous sector audit findings.
 - ii. Lack of training interventions on textbook retention and retrieval processes; and
 - iii. Internal Control Deficiencies.
12. Stakeholders are further reminded that:-
 - i. the right to a basic education gives every learner the right to adequate textbooks;
 - ii. parents who do not co-operate in returning textbooks and schools which do not implement purposeful retrieval of textbooks are effectively denying future learners of their right to education.
13. The co-operation of all stakeholders to preserve textbook resources is necessary to sustain curriculum delivery, especially considering constrained funding.

MR GN NGCOBO
HEAD OF DEPARTMENT
KZN EDUCATION
DATE: 05.11.2025

<https://www.lt-sm-essentials.co.za>

LTSM ONLINE PLATFORM

ACCESS MANUAL

KWAZULU-NATAL SCHOOLS TRAINING MANUAL

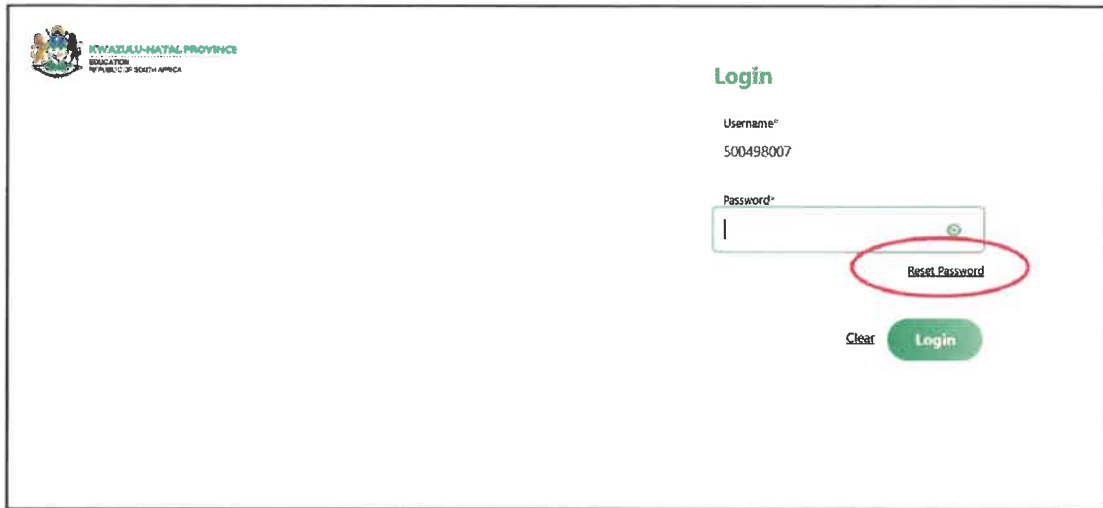


education

Department
Education
PROVINCE OF KWAZULU-NATAL

Step 1

Go to <https://www.itsm-essentials.co.za> and click RESET PASSWORD



KWAZULU-NATAL PROVINCE
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Login

Username*
500498007

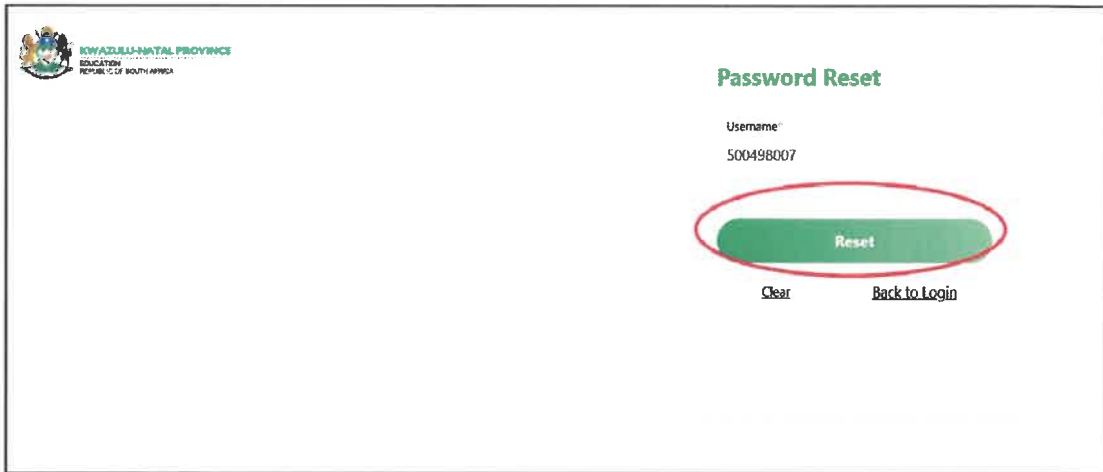
Password*
|

[Reset Password](#)

[Clear](#) [Login](#)

Step 2

Insert the nine-digit EMIS number as the Username (500#####) and click RESET PASSWORD



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Password Reset

Username*
500498007

[Reset](#)

[Clear](#) [Back to Login](#)

Step 3

An information box will open indicating the school's email address that is stored on the e-platform.



The screenshot shows the Kwazulu-Natal Province Education e-platform interface. A modal dialog box is centered on the screen, titled "Confirm Email Reset". Inside the dialog, the email address "Nino@ndabaseprinting.co.za" is displayed. Below the email address are two buttons: "Cancel" and "Confirm". The "Confirm" button is highlighted with a red oval. In the background, a login form is visible with fields for "Username" (containing "500498007") and "Password", and a "Clear" button.

If the email address is correct, click on CONFIRM and proceed to the designated email to access the reset link.

If the email address is outdated, contact the HELPDESK to update the email details

Helpdesk contact details

078-327-2979

068-7506-861

065-537-8356

083-2087-374

063-050-5292

073-3345-613

083-494-7377

068-3607-626

069-1534-642

073-0126-316

In your email inbox, you will find an email from noreply@ltsm-essentials.co.za, which, when opened, shall prompt you to "CLICK HERE".



The screenshot shows the 'Create a new Password' page on the eSivam portal. The page includes a header with the eSivam logo and navigation links. The main content area contains a form with the following fields:

- Username:** A text input field containing the text '100448067'.
- New Password:** A text input field with a red oval around it.
- Confirm New Password:** A text input field with a red oval around it.

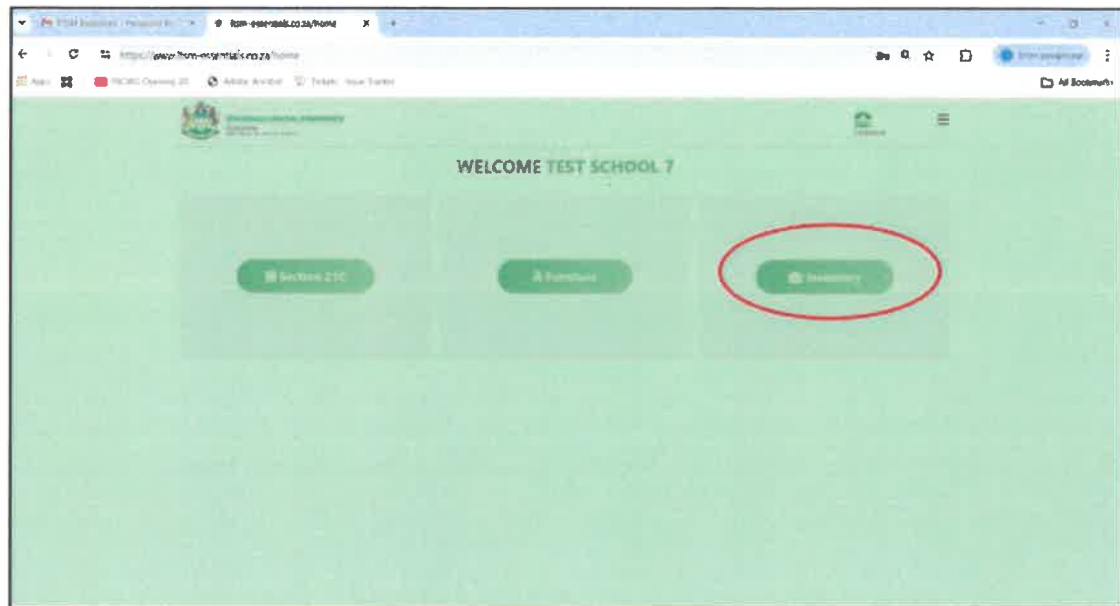
Below the Confirm New Password field, there is a list of password requirements:

- The password must meet the following requirement
- Consist of 8 characters
- Consist of Upper, Lower case and a numeric value
- Consist of 1 Special character and 1 numeric
- The password will be used for access to the system

At the bottom right of the form, there is a green **Submit** button with a red oval around it.

Step 6

You will be then directed to the HOME PAGE of the e-platform to access the INVENTORY module.



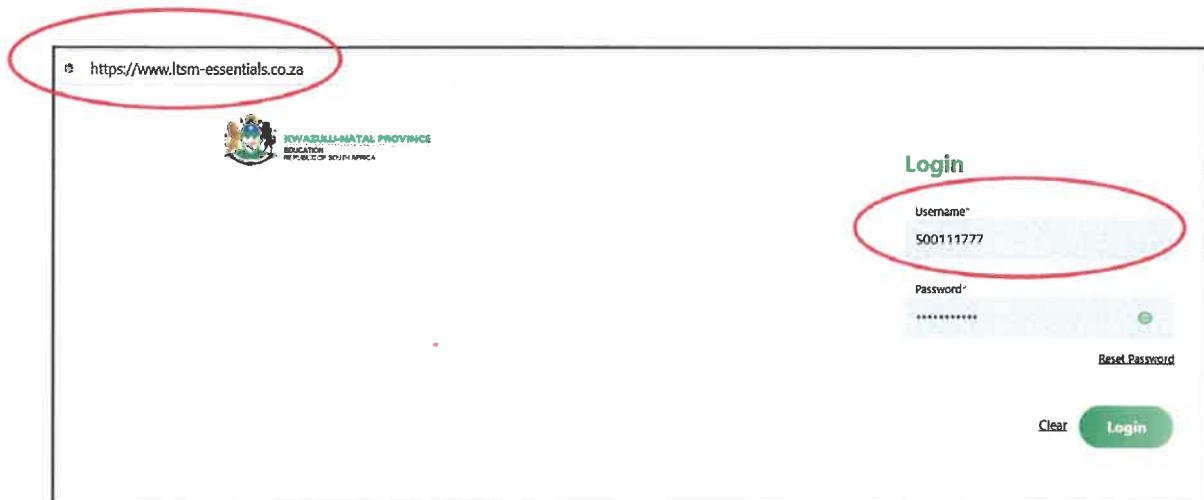
**INVENTORY MANAGEMENT,
RETRIEVAL & RETENTION,
AND DISPOSAL ANALYSIS:
ONLINE PLATFORM
KWAZULU-NATAL SCHOOLS TRAINING MANUAL**



Retrieval and Retention Training Manual

Step 1:

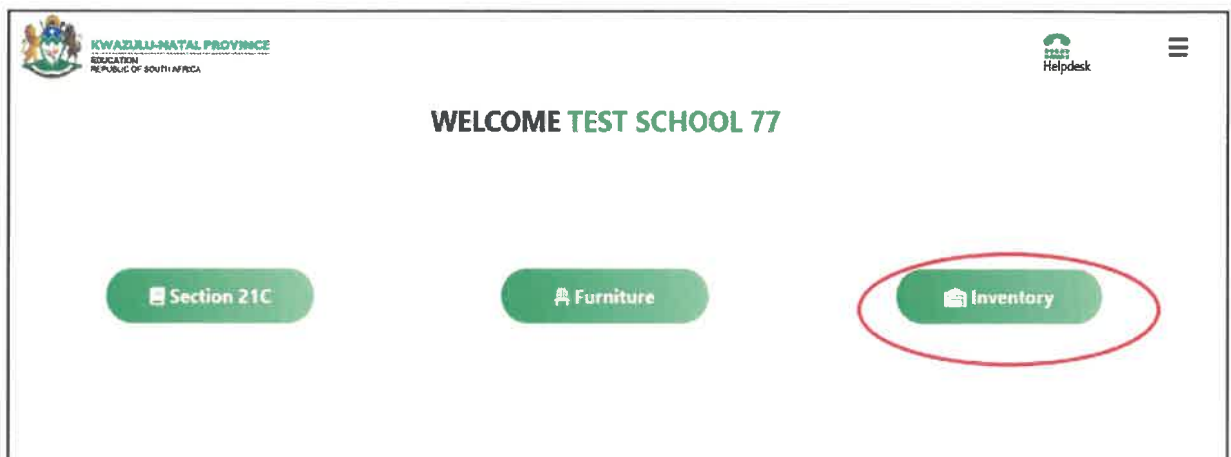
Enter your login credentials



The screenshot shows a web browser window with the address bar displaying <https://www.tsm-essentials.co.za>. The page header includes the Kwazulu-Natal Province Education logo and the text "KWAZULU-NATAL PROVINCE EDUCATION REPUBLIC OF SOUTH AFRICA". The main heading is "Login". Below it, the "Username" field contains "500111777" and the "Password" field is masked with asterisks. There is a "Reset Password" link and a "Clear" button next to the password field. A green "Login" button is at the bottom right.

Step 2:

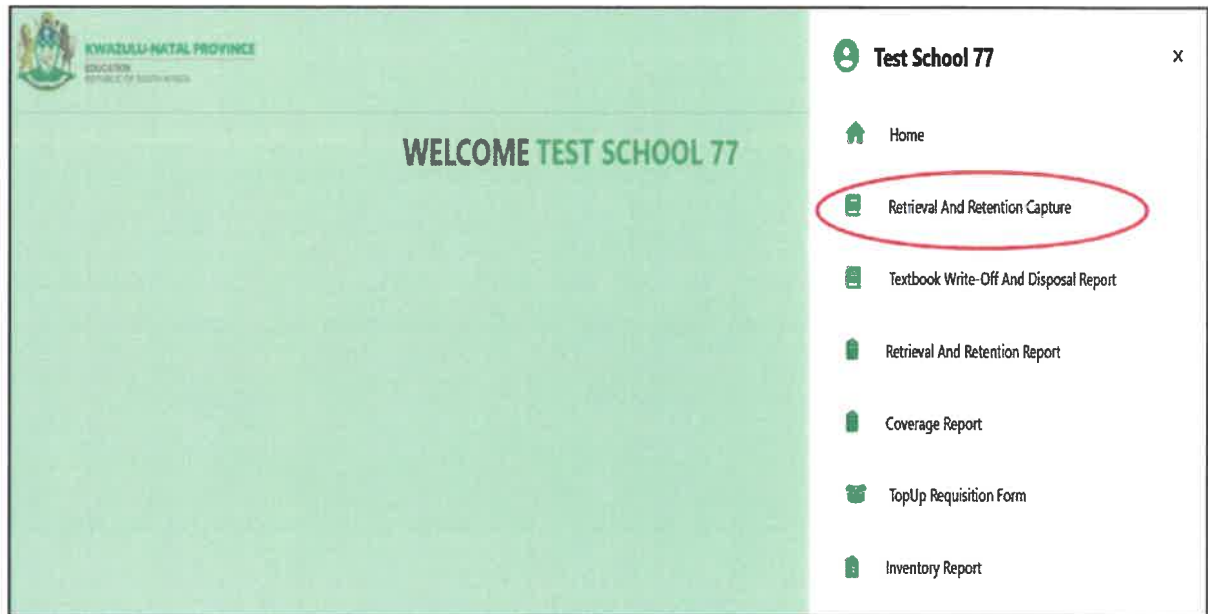
On the landing page, click INVENTORY



Step 3:

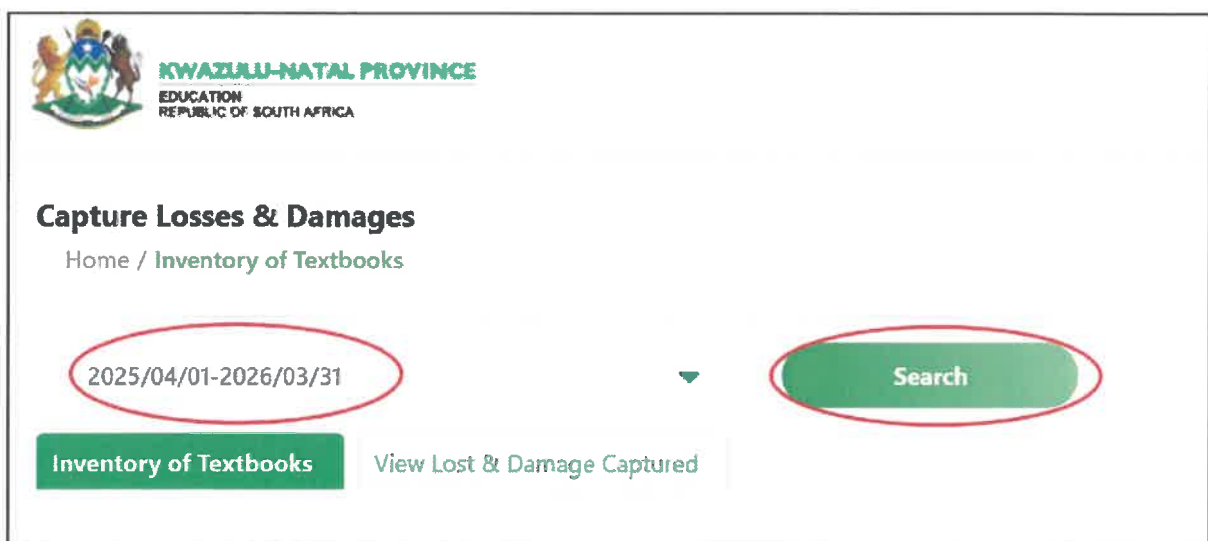
Click on the Menu Bar (Three horizontal lines, on the top right).

From the MENU, Select RETRIEVAL AND RETENTION CAPTURE



Step 4:

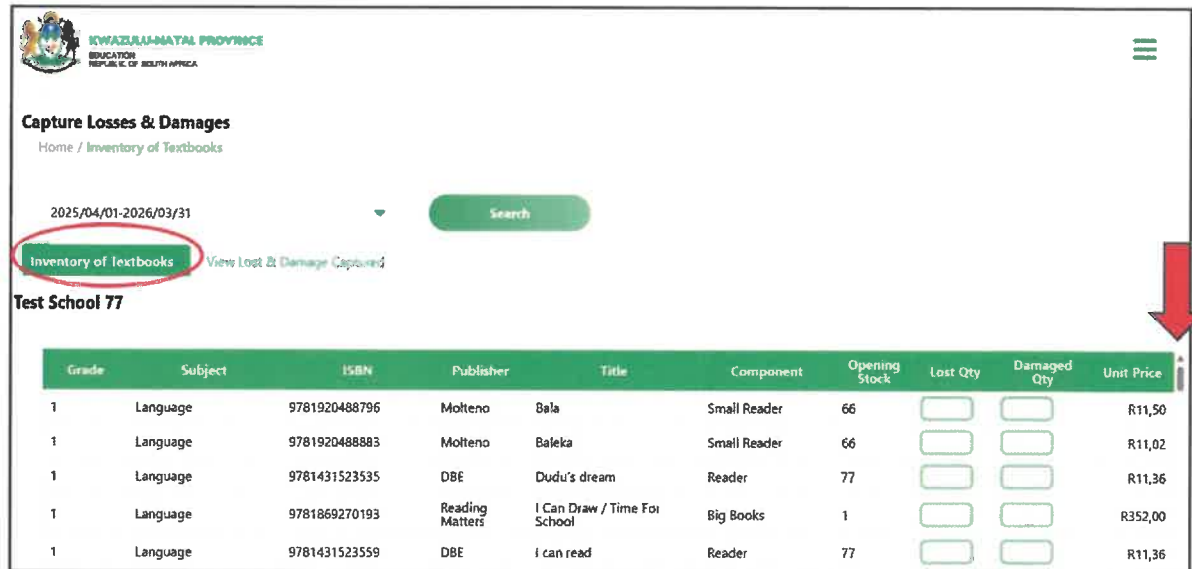
Select the 2025/2026 Financial Year, and click SEARCH



Step 5:

Click on the INVENTORY OF TEXTBOOKS tab to view the latest textbook inventory, conveniently organised by grade and subject for easier access.

The scroll (on the right) may be used for speedy access.



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Capture Losses & Damages
Home / Inventory of Textbooks

2025/04/01-2026/03/31

Inventory of Textbooks View Lost & Damage Captured

Test School 77

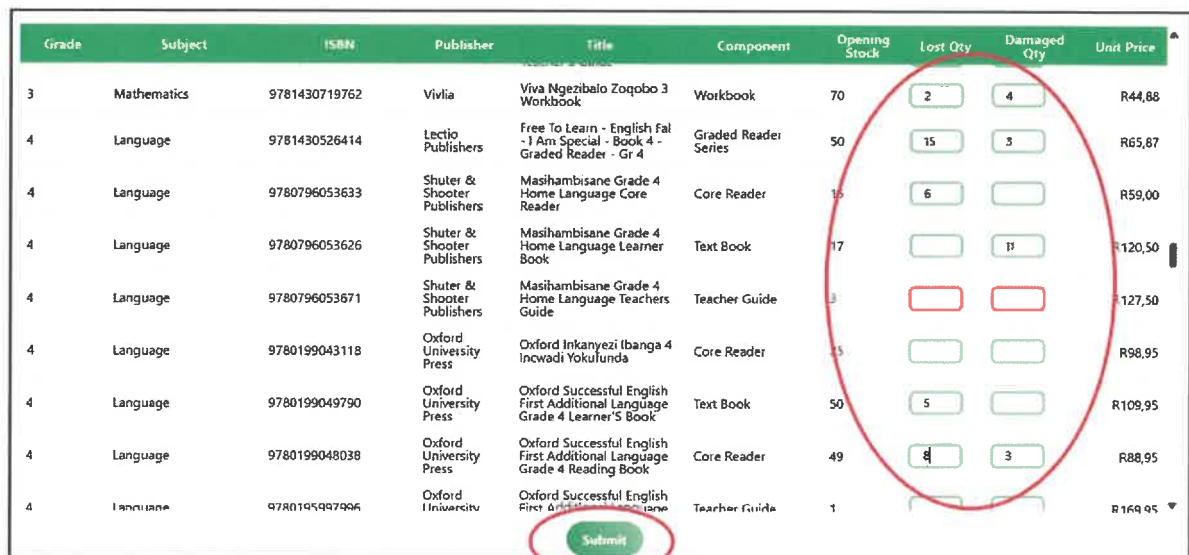
Grade	Subject	ISBN	Publisher	Title	Component	Opening Stock	Lost Qty	Damaged Qty	Unit Price
1	Language	9781920488796	Molteno	Bala	Small Reader	66			R11,50
1	Language	9781920488883	Molteno	Baleka	Small Reader	66			R11,02
1	Language	9781431523535	DBE	Dudu's dream	Reader	77			R11,36
1	Language	9781869270193	Reading Matters	I Can Draw / Time For School	Big Books	1			R352,00
1	Language	9781431523559	DBE	I can read	Reader	77			R11,36

Step 6:

Insert the quantities of textbooks which are lost/damaged.

Losses and damages cannot be more than the actual stock and the system shall highlight such capturing errors in RED

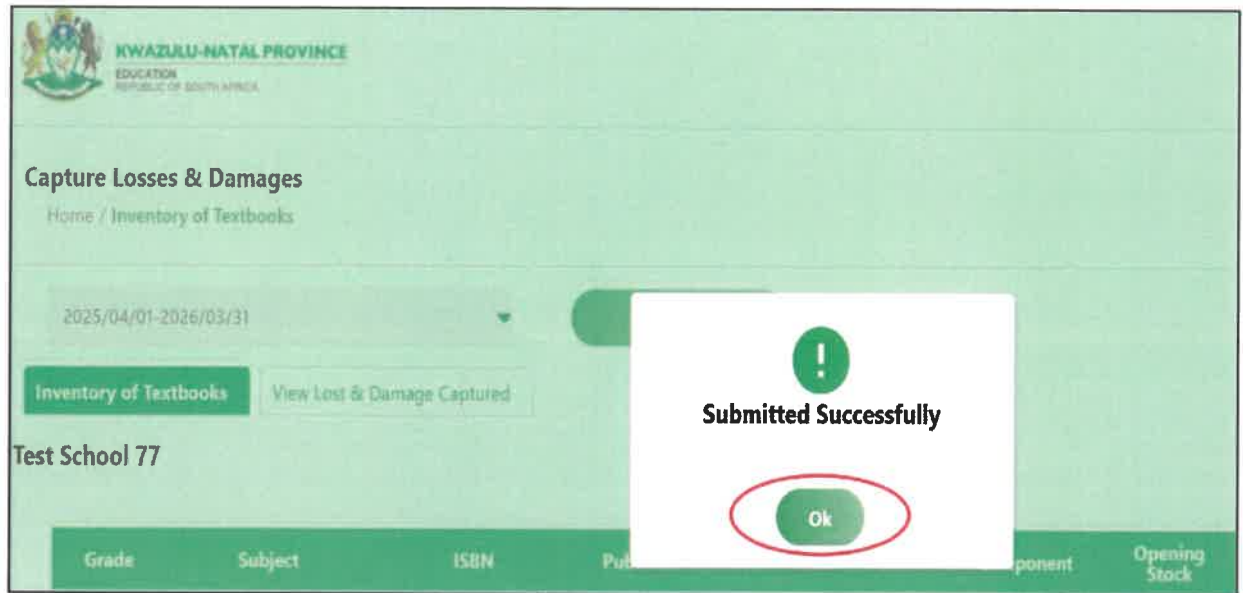
Once completed, click SUBMIT



Grade	Subject	ISBN	Publisher	Title	Component	Opening Stock	Lost Qty	Damaged Qty	Unit Price
3	Mathematics	9781430719762	Vivlia	Viva Ngezibelo Zoqobo 3 Workbook	Workbook	70	2	4	R44,88
4	Language	9781430526414	Lectio Publishers	Free To Learn - English First Additional Language - Gr 4 - Graded Reader - Gr 4	Graded Reader Series	50	15	3	R65,87
4	Language	9780796053633	Shuter & Shooter Publishers	Masihambisane Grade 4 Home Language Core Reader	Core Reader	15	6		R59,00
4	Language	9780796053626	Shuter & Shooter Publishers	Masihambisane Grade 4 Home Language Learner Book	Text Book	17		1	R120,50
4	Language	9780796053671	Shuter & Shooter Publishers	Masihambisane Grade 4 Home Language Teachers Guide	Teacher Guide	3			R127,50
4	Language	9780199043118	Oxford University Press	Oxford Inkanyezisi Ibanga-4 Incwadi Yokufunda	Core Reader	15			R98,95
4	Language	9780199049790	Oxford University Press	Oxford Successful English First Additional Language Grade 4 Learner's Book	Text Book	50	5		R109,95
4	Language	9780199048038	Oxford University Press	Oxford Successful English First Additional Language Grade 4 Reading Book	Core Reader	49	4	3	R88,95
4	Language	9780199049796	Oxford University Press	Oxford Successful English First Additional Language Grade 4 Teacher's Guide	Teacher Guide	1			R169,95

Submit

Confirmation of Submission



Step 7:

Click on **VIEW LOST & DAMAGED CAPTURED** tab.

All textbooks with losses and damages will be displayed for easy verification.

Inventory of Textbooks

View Lost & Damage Captured

Test School 77

Grade	Subject	ISBN	Publisher	Title	Component	Opening Stock	Lost Qty	Damaged Qty	Write-Off Qty	Closing Stock	Replacement Price	Replacement Cost
3	Mathematics	9781430719762	Vivvia	Viva Ngezibalo Zoqobo 3 Workbook	Workbook	70	2	4	6	64	R 44,88	R 269,28
4	Language	9781430526414	Lectio Publishers	Free To Learn - English Fol - I Am Special - Book 4 - Graded Reader - Gr 4	Graded Reader Series	50	15	3	18	32	R 65,87	R 1185,66
4	Language	9780796053633	Shuter & Shooter Publishers	Masihambisane Grade 4 Home Language Core Reader	Core Reader	15	6	0	6	9	R 59,00	R 354,00
4	Language	9780796053626	Shuter & Shooter Publishers	Masihambisane Grade 4 Home Language Learner Book	Text Book	17	0	11	11	6	R 120,50	R 1325,50
4	Language	9780199049790	Oxford University Press	Oxford Successful English First Additional Language Grade 4 Learner'S Book	Text Book	50	5	0	5	45	R 109,95	R 549,75
4	Language	9780199048038	Oxford University Press	Oxford Successful English First Additional Language Grade 4 Reading Book	Core Reader	49	8	3	11	38	R 88,95	R 978,45

No. of Titles: 6 QTY Lost: 36 QTY Damaged: 21 Total Write-Off: 57 Total Replacement Value: R4 662,64 Retention and Retrieval Percentage: 99,48%

Step 8:

If satisfied with the correctness of the captured data, Select the **INVENTORY OF TEXTBOOKS** tab and click on **VERIFY**

If capturing errors were detected, these may be corrected at this stage before clicking **VERIFY**

Grade	Subject	ISBN	Publisher	Title	Component	Opening Stock	Lost Qty	Damaged Qty	Unit Price
4	Language	9781430526414	Lectio Publishers	Free To Learn - English First Additional Language - Book 4 - Graded Reader - Gr 4	Graded Reader Series	32	15	3	R65,87
4	Language	9780796053633	Shuter & Shooter Publishers	Masihambisane Grade 4 Home Language Core Reader	Core Reader	9	6		R59,00
4	Language	9780796053626	Shuter & Shooter Publishers	Masihambisane Grade 4 Home Language Learner Book	Text Book	6		11	R120,50
4	Language	9780796053671	Shuter & Shooter Publishers	Masihambisane Grade 4 Home Language Teachers Guide	Teacher Guide	3			R127,50
4	Language	9780199043118	Oxford University Press	Oxford Inkanyezi Ibanga 4 Incwadi Yokulunda	Core Reader	25			R98,95
4	Language	9780199049790	Oxford University Press	Oxford Successful English First Additional Language Grade 4 Learner'S Book	Text Book	45	5		R109,95
4	Language	9780199048038	Oxford University Press	Oxford Successful English First Additional Language Grade 4 Reading Book	Core Reader	38	8	3	R88,95
4	Language	9780195997996	Oxford University Press	Oxford Successful English First Additional Language Grade 4 Teacher'S Guide	Teacher Guide	1			R169,95

Verify

Step 9:

Complete the verification process by clicking **YES** on the declaration of action

Grade	Subject	ISBN	Publisher	Title	Component	Opening Stock	Lost Qty	Damaged Qty
4	Language	9781430526414	Lectio Publishers	Free To Learn - English First Additional Language - Book 4 - Graded Reader - Gr 4	Graded Reader Series	32	15	3
4	Language	9780796053633	Shuter & Shooter Publishers	Masihambisane Grade 4 Home Language Core Reader	Core Reader	9	6	
4	Language	9780796053626	Shuter & Shooter Publishers	Masihambisane Grade 4 Home Language Learner Book	Text Book	6		11
4	Language	9780796053671	Shuter & Shooter Publishers	Masihambisane Grade 4 Home Language Teachers Guide	Teacher Guide	3		
4	Language	9780199043118	Oxford University Press	Oxford Inkanyezi Ibanga 4 Incwadi Yokulunda	Core Reader	25		
4	Language	9780199049790	Oxford University Press	Oxford Successful English First Additional Language Grade 4 Learner'S Book	Text Book	45	5	
4	Language	9780199048038	Oxford University Press	Oxford Successful English First Additional Language Grade 4 Reading Book	Core Reader	38	8	3
4	Language	9780195997996	Oxford University Press	Oxford Successful English First Additional Language Grade 4 Teacher'S Guide	Teacher Guide	1		

As the Principal of the school, I hereby declare and verify that the information captured is true and correct. I shall generate the disposal form for discussion with the schooling community on the impact of losses and damages on state resources and shall put measures in place to reduce replacement costs?

No Yes

Step 10:

Upon acknowledging the Verification, the DISPOSAL REPORT becomes available for downloading (This Disposal Report will also be accessible from the menu bar

The screenshot shows the 'Capture Losses & Damages' interface. A modal window displays 'Verified Successfully' with an 'Ok' button. Below the modal, a button labeled 'Disposal Report' is circled in red. The background shows a table with columns: Grade, Subject, ISBN, Publisher, Title, Component, Opening Stock, Lost Qty, Damaged Qty, Write-Off Qty, Closing Stock, Replacement Price, and Replacement Cost. The first row shows 'Viva Ngezibalo Zoqobo 3'.

Step 11:

The downloaded DISPOSAL REPORT must be signed off and sent to the DISTRICT ASSET COMMITTEE for review. The school must also note the summary information (total losses and damages; replacement value; retention rate etc.) for transmission to all school stakeholders (teachers; parents; learners etc.) for corrective actions.

The form is titled 'TEXTBOOK WRITE OFF AND DISPOSAL LIST - 2025 | 2026' and is labeled 'PURPLE FORM'. It contains the following sections:

- Header:** District: LTSMTEST UMLAZI, Circuit: BUFFALO FLATS, EMIS: 500111777, School: TEST SCHOOL 77.
- Table:** A table with columns: Grade, Subject, ISBN, Title, Publisher, Component, Opening Stock, Quantity Lost, Quantity Damaged, Write-Off Qty, Closing Stock, Unit Price, and Replacement Value. It lists 6 items.
- Summary:** No of Titles: 6, QTY Lost: 36, QTY Damaged: 21, Total Write off: 57, Total Replacement Value: R 4,662.64, Retention and Retrieval: 99.48%.
- Declaration:** Two paragraphs stating that the undersigned declare that they have inspected the respective records and found that all reasonable measures have been exhausted in trying to recover replacement textbooks or replacement textbooks or replacement costs for the textbooks listed as "LOST".
- Signatures:** Four signature lines for Name of Asset Officer, School LTSM Committee Chairperson, Name of SGB Chairperson, and Name of Principal.
- Footer:** KZN Department of Education, Ltstest Umlazi, 500111777, Test School 77. Printed on 2025/10/28 02:37 PM.