

SPECIFICATION FOR THE APPOINTMENT OF A PSETA ACCREDITED SKILLS DEVELOPMENT PROVIDER(S) TO PROVIDE TRAINING IN SERVICE DELIVERY SKILLS PROGRAMME FOR 400 PUBLIC SERVICE EMPLOYEES FOR THE 2020-21 FINANCIAL YEAR

CLOSING DATE: 14 JANUARY 2020

The allocation of a discretionary grant is dependent on the availability of funds, and is at the discretion of the PSETA Accounting Authority. The ultimate objectives is to meet the targets as determined in the National Skills Development Plan (NSDP) and the PSETA Annual Performance Plan. PSETA reserves the right to cancel/not award grants

1. INTRODUCTION

- 1.1. The Public Service Sector Education and Training Authority (PSETA) is a Sector Education and Training Authority (SETA) established by the Skills Development Act (97 of 1998, as amended). PSETA focuses primarily on support to develop capacity in transversal skills, such as administration, management, planning, legislation and policy development.
- 1.2. This is done through appropriate, adequate and accessible skills development, training and education. The PSETA objectives are aligned with the Skills Development Act and those of the NSDP. They emphasise the need to identify skills shortages and increase public sector investment in skills development, as well as return on investment.
- 1.3. This document outlines the criteria for selection of suitably accredited Skills Development Provider(s) to train 400 Public Service employees in a Service Delivery Skills Programme.

2. SCOPE OF THE SKILLS PROGRAMME DELIVERY

- 2.1. This skills programme is targeted at Senior Government Officials inclusive of Deputy Directors, Directors, Senior Managers and Chief Directors in the Public Service sector.
- 2.2. The programme may be implemented across the nine Provincial and National departments, Public Entities and Legislatures.
- 2.3. The implementation of this programme must commence in the 2020-21 financial year.

Vision: Cutting Edge Skills for Quality Public Services

- Mission:** Leading in the development of skilled and competent human capital in the Public Service Sector through:
- effective coordination of skills development interventions based on occupationally directed qualifications;
 - focusing on learning programmes; and
 - promoting learner placement and absorption within the public sector.

- 2.4. PSETA will indicate the provinces in which training is expected to take place at contracting stage.
- 2.5. Upon completion of this skills programme, learners shall be issued with the statement of results reflecting the following Unit Standards:

Core	120310	Apply client service techniques to improve service delivery	Level 5	6
Core	120306	Manage service delivery improvement	Level 6	8
Elective	10080	Formulate, design and implement customer service delivery systems and processes	Level 6	8
Elective	10079	Measure and analyse customer service levels	Level 6	12

Table 1: Skills Programme details

3. EVALUATION PROCESS AND CRITERIA

All applications shall be evaluated following a two-phase approach, i.e.:

- Phase 1: Mandatory Evaluation Criteria
- Phase 2: Functionality Evaluation Criteria.

3.1. PHASE 1 – MANDATORY EVALUATION CRITERIA

PSETA will evaluate the following mandatory information and failure to comply with any of the criteria shall lead to the application being disqualified.

Mandatory Evaluation Criteria
<ul style="list-style-type: none"> ▪ The application form is completed and signed by the applicant
<ul style="list-style-type: none"> ▪ The applicant is registered on the Central Supplier Database (CSD)
<ul style="list-style-type: none"> ▪ The applicant has valid accreditation with PSETA for the applicable Skills Programme (The PSETA ETQA will verify accreditation for relevant programmes)

Table 2: Mandatory Evaluation Information

In order to evaluate the above, the following documents must be submitted:

- ✓ Completed and signed PSETA Application form for the Skills Programme
- ✓ CSD report drawn from 04 December 2019 onwards

3.2. PHASE 2 – FUNCTIONALITY EVALUATION

- 3.2.1. The functionality criteria together with the maximum points to be awarded are set out below.
- 3.2.2. Applications must score a minimum of 70% in the functionality evaluation phase before the application is recommended for award.

- effective coordination of skills development interventions based on occupationally directed qualifications;
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Evaluation Criteria	Evaluation guide	Score guide	Weight
<p>Demonstrated experience of implementing Skills Programmes.</p> <p>Signed reference letter(s) on a letterhead must be provided.</p>	<ul style="list-style-type: none"> The experience is measured in terms of the content in the reference letters from the SDPs' clients that are provided to support the application. The reference letters must indicate the Skills Programme projects that were successfully implemented by the SDP and must be signed by the relevant person. Points are awarded for the number of Skills Programme projects successfully conducted. 	<ul style="list-style-type: none"> Zero projects = 0 points One project = 1 points Three projects = 3 points Four projects = 4 Points Five projects and above = 5 Points 	40%
<p>Expertise in related field</p> <p>CVs of all key project personnel and copies of relevant certificates to be included.</p>	<ul style="list-style-type: none"> The expertise of the team is measured in terms of the knowledge and expertise of the project team in relation to the Skills Programmes. 	<ul style="list-style-type: none"> No expertise = 0 One team member demonstrates expertise = 2 Two members demonstrates expertise = 3 Three members demonstrates expertise = 4 Four and above member demonstrates expertise = 5 	40%
<p>Detailed project plan</p>	<p>Detailed project plan must contain the following:</p> <ul style="list-style-type: none"> Detailed activities 	<ul style="list-style-type: none"> Very Poor = 1 (less than two requirements are addressed) 	

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Evaluation Criteria	Evaluation guide	Score guide	Weight
	<ul style="list-style-type: none"> • Clear deliverables with timelines • Roles and responsibilities outlined • Resources allocations • Risk Management plan • Reporting 	<ul style="list-style-type: none"> • Poor = 2 (two requirements are addressed) • Good = 3 (three requirements are addressed) • Very Good = 4 (four requirements are addressed) • Excellent = 5 (thoroughly addresses all requirements) 	20%

Table 3: Functionality Evaluation Criteria

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4. FUNDING FRAMEWORK

- 4.1. The allocation of funding for this Skills Programme is a maximum of R6000.00 per learner.
- 4.2. This allocation is inclusive of all expenditure (including training, venues, catering, incidental costs, disbursements, etc.)

5. IMPORTANT INFORMATION FOR APPLICANTS

- 5.1. Applications should be submitted in four (4) hard copies inclusive of one (1) original.
- 5.2. No applications must be submitted through Registered Mail.
- 5.3. Application Forms can be obtained from the PSETA website: www.pseta.org.za
- 5.4. Late applications will not be accepted.

Applications (hand delivery or courier) must be submitted to:

The PSETA: 2nd Floor, 353 Festival Street, Hatfield, Pretoria, 0028

No electronic applications will be accepted

For enquiries please contact the following person:

Name	Sibongile Maqungo
Telephone	012 423 5700
e-mail address	sibongilem@pseta.org.za

Approved by:



NAME: Bontle Lerumo (CEO)

DATE: 06.12.2019

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