

SPECIFICATION FOR THE APPOINTMENT OF PSETA ACCREDITED SKILLS DEVELOPMENT PROVIDER(S) TO PROVIDE SERVICE DELIVERY SKILLS PROGRAMME FOR 800 PUBLIC SERVICE EMPLOYEES FOR THE 2023-24 FINANCIAL YEAR

The Public Service Sector Education and Training Authority (PSETA) invites accredited Skills Development Provider(s) to apply for discretionary grant funding in respect of the Service Delivery Skills Programme below.

1. SCOPE OF SERVICE

- a. The appointed Skills Development Provider(s) will implement this project in any of the PSETA constituent members (National or Provincial Departments, Legislative Sector (Administration component) and PSETA Public entities).
- b. Candidates for the Skills programme must be employed in the public service sector:
- c. The implementation of this programme must commence and conclude in the 2023/24 financial year.
- d. PSETA will indicate the provinces in which training is expected to take place at contracting stage.
- e. Upon completion of this skills programme, learners shall be issued with the statement of results reflecting the following Unit Standards.

Table 1

| SAQA ID | SAQA Title | NQF Level | Credits |
|---------------|--|-----------|---------|
| <u>120310</u> | Apply client service techniques to improve service delivery | Level 5 | 6 |
| <u>120306</u> | Manage service delivery improvement | Level 6 | 8 |
| <u>10080</u> | Formulate, design, and implement customer service delivery systems and processes | Level 6 | 8 |
| <u>10079</u> | Measure and analyse customer service levels | Level 6 | 12 |

2. 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.

2.1 PHASE 1 – MANDATORY EVALUATION CRITERIA

| Criteria for Mandatory Evaluation | Yes | No |
|--|-----|----|
| A completed and signed PSETA application | | |
| Application aligned to PSETA advertised field of study | | |
| Registered on the National Treasury Central Supplier Database (CSD) | | |
| Tax Compliance Status System Pin Code from the South African Revenue Services (SARS) to verify compliance (The document must be attached to the proposal). | | |
| Valid accreditation with PSETA with relevant scope (QA will verify the accreditation for the relevant programme). | | |

2.1.1 Applications that do not meet any one of the above mandatory criteria shall be immediately disqualified and shall not be evaluated further.

2.1.2 Applications that qualify in terms of the mandatory criteria shall be evaluated for functionality in terms of the functionality criteria set below.

2.2 PHASE 2 – FUNCTIONALITY EVALUATION

2.2.1 Applications must meet the minimum eligibility criteria in respect of functionality of 70% before they are considered for recommendation.

2.2.2 The functionality criteria together with the maximum points to be awarded are set out below:

| Evaluation Criteria | Evaluation guide | Score guide | Weight |
|---|--|---|--------|
| Demonstrated experience of implementing unit standard based Programmes. | <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. | <ul style="list-style-type: none"> • One letter (unit standard based programme) = 1 points • Two letters (unit standard based programme) = 2 points • Three letters (unit standard based programme) = 3 points | |

| Evaluation Criteria | Evaluation guide | Score guide | Weight |
|---|--|--|--------|
| Signed, dated reference letter(s) on a letterhead must be provided indicating the programme, duration, number of learners and the amount. | <ul style="list-style-type: none"> The reference letters must indicate the unit standard based projects that were successfully implemented by the SDP and must be signed by the relevant person. Points are awarded for the number of unit standard based projects successfully conducted. | <ul style="list-style-type: none"> Four letters (unit standard based programme) = 4 points Five letters (unit standard based programme) and above = 5 points | 30% |
| Expertise in related field CVs of all key project personnel and copies of relevant certificates to be included. | <p>The expertise of the team is measured in terms of:</p> <ul style="list-style-type: none"> Knowledge, training, and development as well as experience in facilitation. Qualification in the field of study that is related to the programme. Experience in relation to the delivery of the Unit standard based programme. | <ul style="list-style-type: none"> No experience = 1 One team member demonstrates experience = 2 Two members demonstrates experience = 3 Three members demonstrates experience = 4 Four and above member demonstrates experience = 5 | 40% |
| Detailed project plan | <p>Detailed project plan must contain the following:</p> <ul style="list-style-type: none"> Detailed activities Clear deliverables with timelines Roles and responsibilities outlined. Resources allocations Risk Management plan Reporting | <ul style="list-style-type: none"> Very Poor = 1 (less than two requirements are addressed) 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) | 30% |

3. FUNDING FRAMEWORK

3.1. The allocation of funding for this Skills Programme is **R 200.00** per credit to a maximum of **R 6 000.00** per learner.

3.2. This allocation is inclusive of all expenditure (including training, venues, catering, incidental costs, disbursements, etc.)

4. IMPORTANT INFORMATION FOR APPLICANTS

- a. Applications must be submitted online through PSETA Portal
(NB: No applications will be accepted if submitted through any other means).
- b. Late applications will not be accepted.
- c. PSETA reserves its right not to award grant towards this programme.

For enquiries, please contact the following persons:

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|---------------------------------|--|
| Mr. Sibusiso Ndaba: Projects | sibusisond@pseta.org.za |
| Ms. Nthabiseng Mogale: Projects | nthabisengk@pseta.org.za |

CLOSING DATE: 19 December 2022 at 16h00

The allocation of a grant is dependent on the availability of fund and is at the discretion of the PSETA Accounting Authority. PSETA reserves the right to cancel /not award grants.