**SPECIFICATION FOR THE APPOINTMENT OF PSETA ACCREDITED SKILLS DEVELOPMENT PROVIDER(S) TO PROVIDE SERVICE DELIVERY SKILLS PROGRAMME FOR 300 PUBLIC SERVICE EMPLOYEES FOR THE 2024-25 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.

## **SCOPE OF SERVICE**

1. 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).
2. Candidates for the Skills programme must be employed in the public service sector:
3. The implementation of this programme must commence and conclude in the 2024-25 financial year.
4. All learners must be registered with PSETA by **15 June 2024**
5. PSETA will indicate the provinces in which training is expected to take place at contracting stage.
6. Upon completion of this skills programme, learners shall be issued with the statement of results reflecting the following Unit Standards.

***Table 1: Applicable unit standards***

|  |  |  |  |
| --- | --- | --- | --- |
| SAQA ID | SAQA Title | NQF Level | Credits |
| [120310](http://regqs.saqa.org.za/showUnitStandard.php?id=120310) | Apply client service techniques to improve service delivery | Level 5 | 6 |
| [120306](http://regqs.saqa.org.za/showUnitStandard.php?id=120306) | Manage service delivery improvement | Level 6 | 8 |
| [10080](http://regqs.saqa.org.za/showUnitStandard.php?id=10080) | Formulate, design, and implement customer service delivery systems and processes | Level 6 | 8 |
| [10079](http://regqs.saqa.org.za/showUnitStandard.php?id=10079) | Measure and Analyse customer service levels | Level 6 | 12 |

## **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.

## **PHASE 1 – MANDATORY EVALUATION CRITERIA**

|  |  |  |
| --- | --- | --- |
| **Criteria for Mandatory Evaluation** | **Yes** | **No** |
| A completed and signed PSETA application |  |  |
| Applicant is a targeted stakeholder |  |  |
| Application aligned to PSETA advertised field of study |  |  |
| Registered on the National Treasury Central Supplier Database (CSD registration proof must be submitted) |  |  |
| 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**). |  |  |

* + 1. Applications that do not meet any one of the above mandatory criteria shall be immediately disqualified and shall not be evaluated further.
    2. Applications that qualify in terms of the mandatory criteria shall be evaluated for functionality in terms of the functionality criteria set below.

## **PHASE 2 – FUNCTIONALITY EVALUATION**

* + 1. Applications must meet the minimum eligibility criteria in respect of functionality of 75% before they are considered for recommendation.
    2. The functionality criteria together with the maximum points to be awarded are set out below:

| **Evaluation Criteria** | **Evaluation guide** | **Score guide** | **Weight** |
| --- | --- | --- | --- |
| Methodology and Approach | * Project Vision: what are you trying to accomplish, and why? * Project Scope: is clearly defined and limited to the work that must be done to meet the goals at hand. * Planned Deliverables: Project deliverables are defined by the tangible result or outcome of a given project. * Risk Management Plan: Risks identified and mitigation plan * Reporting Plan: Key reports and proposed timelines | * 1 point = Vision only * 2 points = Vision, extensive project scope * 3 points = Vision, extensive project scope and planned deliverables * 4 points = Vision, extensive project scope, planned deliverables, activities and risk management plan. * 5 points = Vision, extensive project scope, planned deliverables, activities, risk management plan and reporting plan. | 40% |
| History of successful implementation of the NQF/Unit Standard aligned learning programme. | * Reference Letters: submission of reference letters proving history of implementing a NQF aligned learning programme. The following should be listed on the reference letters * Name of the project/company * Nature of work conducted * Date of when project was undertaken * Reference letters must be on the company letterhead, signed and dated. Letters that do not meet the above conditions will not be considered. | * 1 point = One reference letter. * 2 points = Two reference letters with at least one of the letters relating to the implementation of an NQF/Unit standard aligned learning programme. * 3 points = Three reference letters with at least two of the letters relating to the implementation of an NQF/Unit standard aligned learning programme. * 4 points = Four reference letters with at least three of the letters relating to the implementation of an NQF/Unit standard aligned learning programme. * 5 points = Five or more reference letters with at least four or more of the letters relating to the implementation of an NQF/Unit standard aligned learning programme | 60% |
| Total |  |  | 100% |

## **FUNDING FRAMEWORK**

* 1. The allocation of funding for this Skills Programme is a maximum of R 6 300.00 per learner.
  2. This allocation is inclusive of all expenditure (including training, venues, catering, incidental costs, disbursements, etc.)

## **IMPORTANT INFORMATION FOR APPLICANTS**

* 1. Applications must be submitted on the dedicated email address [dg@pseta.org.za](mailto:dg@pseta.org.za)
  2. (NB: No applications will be accepted if submitted through any other means).
  3. Application Forms are obtainable from the PSETA website: [www.pseta.org.za](http://www.pseta.org.za)
  4. Late applications will not be accepted.
  5. PSETA reserves its right not to award grant towards this programme.

**For enquiries, please contact the following persons:**

|  |  |
| --- | --- |
| Mr. Sibusiso Ndaba: Projects | [sibusisond@pseta.org.za](mailto:sibusisond@pseta.org.za) |
| Ms. Nthabiseng Mogale: Projects | [nthabisengk@pseta.org.za](mailto:nthabisengk@pseta.org.za) |

**CLOSING DATE: 27 October 2023 at 16h00**

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