

SKILLS PROGRAMME SPECIFICATION 2026-27

CLOSING DATE: 02 MARCH 2026

SPECIFICATION FOR THE APPOINTMENT OF ACCREDITED SKILLS DEVELOPMENT PROVIDER(S) TO PROVIDE A SKILLS PROGRAMME ON SERVICE DELIVERY FOR 450 PUBLIC SERVICE EMPLOYEES FOR THE 2026-27 FINANCIAL YEAR

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

1. SCOPE OF SERVICE

- 1.1. The appointed Skills Development Provider(s) will implement this project in any of the PSETA constituent members (National or Provincial Departments, Parliament, Legislatures and PSETA Public entities).
- 1.2. Candidates for the Skills programme must be employed in the public service sector.
- 1.3. The implementation of this programme must commence in the 2026-27 financial year, and all candidates must be registered with the SETA by 30 June 2026.
- 1.4. PSETA will indicate the provinces in which training is expected to take place at the contracting stage.
- 1.5. Upon completion of this skills programme, learners shall be issued with the statement of results reflecting the following Unit Standard.

TABLE 1: SKILLS PROGRAMME DETAILS

| SAQA ID | SAQA Title | NQF Level | Credits |
|---------|--|-----------|---------|
| 120310 | Apply client service techniques to improve service delivery | Level 5 | 6 |
| 120306 | Manage service delivery improvement | Level 6 | 8 |
| 10080 | Formulate, design, and implement customer service delivery systems and processes | Level 6 | 8 |
| 10079 | 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 |
|--|-----|----|
| The applicant is a targeted stakeholder | | |
| Valid accreditation with relevant scope (the accreditation letter must be attached to the proposal). | | |
| Completed and signed PSETA application | | |
| Application aligned to the PSETA-advertised field of study | | |
| SDP registered on the National Treasury Central Supplier Database (CSD proof of registration 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). | | |

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

3. PHASE 2 – FUNCTIONALITY EVALUATION

3.1.1. Application(s) must meet the minimum eligibility criteria in respect of functionality of 70% before they are considered for recommendation.

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

| Domain | Evaluation Method | Criteria | Weight |
|--------------------------|---|---|--------|
| Methodology and Approach | <ul style="list-style-type: none"> Project Vision: what are you trying to accomplish, and why? Project Scope: This 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 a given project's tangible result or outcome. Risk Management Plan: Risks identified and mitigation plan Reporting Plan: Key reports and proposed timelines Demonstrate understanding of the implementation of qualifications. | <ul style="list-style-type: none"> 1 point = Approach and methodology not covering all areas of the guidelines. General understanding of the scope of work is poor 2 points = Approach and methodology covering a few areas of guidelines, showing a lack of understanding of the scope of work 3 points = Vision, extensive project scope, planned deliverables and methodology covering most areas of guidelines, but does not fully demonstrate an extensive understanding of the scope of work 4 points = Vision, extensive project scope, planned deliverables, activities and risk management plan, and methodology covering all areas of guidelines but not in depth | 50 |

| Domain | Evaluation Method | Criteria | Weight |
|---|---|---|--------|
| | <ul style="list-style-type: none"> Previous experience of successful implementation of the same or similar NQF-aligned qualification(s), detailing any challenges encountered. | <ul style="list-style-type: none"> 5 points = Vision, extensive project scope, planned deliverables, activities, risk management plan, a reporting plan and previous experience detailing any challenges encountered, covering all areas of guidelines in-depth | |
| Demonstrated experience in implementing a Skills Programme or qualification. | <p>Reference letter(s) outlining the implementation of an NQF-aligned qualification.</p> <p>NB: Only letters that support the projects mentioned in the proposal and are submitted on official company letterhead, signed and dated, will be considered for scoring.</p> | <ul style="list-style-type: none"> 1 point = Zero or one reference letter for an NQF-aligned qualification. 2 points = Two reference letters that relate to the implementation of an NQF-aligned qualification. 3 points = Three reference letters that relate to the implementation of an NQF-aligned qualification. 4 points = Four reference letters that relate to the implementation of an NQF-aligned qualification. 5 points = Five or more reference letters that relate to the implementation of an NQF-aligned qualification. | 20 |
| Expertise in the related field. Qualifications and experience of the Education, | <p>The Education, Training and Development practitioner(s) must be subject matter experts.</p> <p>The following should be submitted:</p> <ul style="list-style-type: none"> Comprehensive CVs | <ul style="list-style-type: none"> 1 point = No ETD practitioner submitted, and less than 2 years of experience 2 points = ETD practitioner(s) with at least 2 years' experience, PSETA registration and Public Sector-related qualification at NQF Level 6. | 30 |

| Domain | Evaluation Method | Criteria | Weight |
|--|---|--|--------|
| Training and Development (ETD) practitioners | <ul style="list-style-type: none"> Certified copies of Public Sector-related qualifications at NQF level 7 or higher. SAQA evaluation certificate if a degree was obtained from an international institution. Valid PSETA Registration as an Assessor and/or Moderator Proof of at least 2 years of working experience in the Public Service Sector <p>NB: The applicant must ensure that the number of ETD practitioners submitted is aligned with a 1:25 practitioner to learner ratio. Failure to comply with the stipulated ratio will result in applicants being awarded only 1 point for this domain.</p> | <ul style="list-style-type: none"> 3 points = ETD practitioner(s) with at least 3 years' experience, PSETA registration, and Public Sector-related qualification at NQF Level 7. 4 points = ETD practitioner(s) with at least 4 years' experience, PSETA registration and a Public Sector-related qualification at NQF Level 7. 5 points = ETD practitioner(s) with at least 5 years' experience or more, PSETA registration, and a Public Sector-related qualification at NQF Level 7 or above. | |
| Total | | | 100 |

4. FUNDING FRAMEWORK

The allocation of funding for this Skills Programme is R 6 600.00 per beneficiary in line with the approved PSETA DG Funding Framework. This allocation is inclusive of all expenditure (including training, venues, catering, incidental costs, disbursements, etc.)

5. IMPORTANT INFORMATION FOR APPLICANTS

- 5.1. Applications must be submitted to the dedicated email address dg@pseta.org.za (NB: No applications will be accepted if submitted through any other means).
- 5.2. Application Forms are obtainable from the PSETA website: www.pseta.org.za
- 5.3. Late applications will not be accepted.
- 5.4. PSETA reserves the right not to award a grant towards this programme.

For enquiries, please contact the following person:

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| Ms. Nthabiseng Mogale: Projects | nthabisengk@pseta.org.za |
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CLOSING DATE: 02 MARCH 2026 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.