

## SKILLS PROGRAMME: SERVICE DELIVERY SPECIFICATION 2026-27

**CLOSING DATE: 10 SEPTEMBER 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 within the timeframes stipulated by the SETA.
- 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 |
|---------------|----------------------------------------------------------------------------------|-----------|---------|
| <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 |
|------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|----|
| 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 80% 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 | <p>The applicant must submit a detailed implementation plan covering:</p> <ul style="list-style-type: none"> <li>Project vision and objectives.</li> <li>Project scope and implementation approach.</li> <li>Implementation methodology for the Skills Programme.</li> <li>Project activities, timelines and milestones.</li> <li>Learner recruitment, induction and support strategy.</li> <li>Workplace learning and monitoring approach.</li> <li>Planned deliverables and expected outputs.</li> <li>Quality assurance measures.</li> </ul> | <ul style="list-style-type: none"> <li><b>1 Point</b> = Submission addresses less than 40% of the required methodology elements and demonstrates poor understanding of the scope of work.</li> <li><b>2 Points</b> = Submission addresses 40%-59% of the required methodology elements and demonstrates limited understanding of the scope of work.</li> <li><b>3 Points</b> = Submission addresses 60%-79% of the required elements, including project vision, scope and deliverables, and demonstrates an adequate understanding of the scope of work.</li> <li><b>4 Points</b> = Submission addresses 80%-99% of the required elements, including implementation methodology, activities, risk management and reporting requirements, and demonstrates a good understanding of the scope of work.</li> </ul> | 40     |

| Domain                                                           | Evaluation Method                                                                                                                                                                                                                                                                                                                                                                                                       | Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Weight |
|------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|
|                                                                  | <ul style="list-style-type: none"> <li>Risk management plan, including identified risks and mitigation measures.</li> <li>Reporting plan indicating reporting frequency and deliverables.</li> <li>Demonstrated understanding of implementing an NQF-aligned programme.</li> <li>Previous experience in implementing similar NQF-aligned programmes, including challenges encountered and corrective actions</li> </ul> | <ul style="list-style-type: none"> <li><b>5 Points</b> = Submission comprehensively addresses all required elements, demonstrating extensive understanding of implementation of NQF-aligned skills development programmes</li> </ul>                                                                                                                                                                                                                                                                                                                                                                      |        |
| Demonstrated experience in implementing an NQF-Aligned Programme | <p>Applicants must submit reference letters confirming successful implementation of NQF-aligned programmes. Reference letters must:</p> <ul style="list-style-type: none"> <li>Be on official client letterhead.</li> <li>Be signed and dated.</li> <li>State the qualification implemented.</li> <li>Include client contact details.</li> </ul>                                                                        | <ul style="list-style-type: none"> <li><b>1 point</b> = Zero or one reference letter for an NQF-aligned programme.</li> <li><b>2 points</b> = Two reference letters that relate to the implementation of an NQF-aligned programme.</li> <li><b>3 points</b> = Three reference letters that relate to the implementation of an NQF-aligned programme.</li> <li><b>4 points</b> = Four reference letters that relate to the implementation of an NQF-aligned programme.</li> <li><b>5 points</b> = Five or more reference letters that relate to the implementation of an NQF-aligned programme.</li> </ul> | 20     |

| Domain                           | Evaluation Method                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Weight |
|----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|
| ETD Team Capacity and Expertise. | <p>The applicant must demonstrate availability of suitably qualified personnel who will be assigned to the project. The following must be submitted:</p> <ul style="list-style-type: none"> <li>Comprehensive CVs.</li> <li>Certified qualifications at NQF 6 or higher.</li> <li>SAQA evaluation letter for foreign qualification.</li> <li>PSETA Assessor registration letter</li> <li>PSETA Moderator registration letter.</li> <li>Evidence of public service sector experience.</li> </ul> <p><b>Only ETD practitioners proposed for this project with proof of at least 5 years of working experience in the Public Service Sector will be considered.</b></p> <p><i>ETD Practitioners proposed must be part of the implementation of this project. No substitution of practitioners will be allowed without prior approval from PSETA.</i></p> | <ul style="list-style-type: none"> <li><b>1 point</b> = No or one ETD practitioner submitted, or practitioners do not meet minimum requirements.</li> <li><b>2 points</b> = Two facilitators registered as assessors, with at least 5 years' experience in the Public Service sector, and a relevant qualification at NQF Level 6.</li> <li><b>3 points</b> = Three facilitators registered as assessors and one registered moderator. All of whom have at least 5 years' experience in the Public Service Sector, and all possessing relevant qualifications at NQF Level 6 or higher</li> <li><b>4 points</b> = Four facilitators registered as assessors and two registered moderators. All of whom have at least 5 years' experience in the Public Service Sector, and all possessing relevant qualifications at NQF Level 7 or higher</li> <li><b>5 points</b> = Five facilitators registered as assessors and three registered moderators. All of whom have at least 5 years' experience in the Public Service Sector, and all possessing relevant qualifications at NQF Level 7 or higher</li> </ul> | 40     |
| 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](mailto: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](http://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:**

|                                 |                                                                        |
|---------------------------------|------------------------------------------------------------------------|
| Ms. Nthabiseng Mogale: Projects | <a href="mailto:nthabisengk@pseta.org.za">nthabisengk@pseta.org.za</a> |
|---------------------------------|------------------------------------------------------------------------|

**CLOSING DATE: 10 SEPTEMBER 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.**

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