



public works  
& infrastructure

Department:  
Public Works and Infrastructure  
**REPUBLIC OF SOUTH AFRICA**

## TERMS OF REFERENCE:

### APPOINTMENT OF SERVICE PROVIDER TO DELIVER SAGE CRYSTAL REPORTS BASICS COURSE

#### 1. Purpose

The Directorate: Human Resources Development requires the appointment of accredited and credible service provider to deliver Sage Crystals Reports Basics course.

#### 2. Background

The Department of Public Works and Infrastructure has in line with the National Skills Development Act and Human Resources Development Strategy conducted a training needs analysis in Head Office for the current financial year to identify the training needs of the Units and developed a Training Plan for implementation of those needs.

Sage Crystals Reports Basics course was identified by one (01) delegate from the Directorate: Information Communication Technology.

#### 3. Expected Outcomes/ Deliverables

This course will enable the delegate to learn about the Enterprise Intelligence report analysis and how to use the basic function and features.

##### 3.1 The course content should cover the following areas:

- Navigate Crystal Reports
- Plan and Create New Reports
- Add Data Tables and Information
- Add New Reports X3

##### 3.2 Duration

The course would be presented over a period of four (4) days through virtual platform.



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### **3.3 Total number to be trained**

One (01) employee from Head Office is to attend the course.

### **3.4 Certification**

Employee would be awarded Certificate of Attendance upon successful completion of the course.

### **3.5 Training date**

Training dates shall be determined by the appointed service provider.

### **3.6 Specific professional experience and special requirements**

The course facilitator should be chosen for their training experience and have proven relevant experience in management and facilitation of Sage Crystals Reports Basics course. The successful bidder must provide a competent facilitator for this course.

### **3.7 Special Requirements**

It is a requirements that all service providers facilitating any type of training must be registered/ accredited with the relevant Education Training Quality Assurance (ETQA) Body or Professional Body/Council and must submit a letter confirming accreditation/decision number.

### **3.8 All disbursements must be included within the cost per delegate.**

## **4. Enquiries**

All enquiries should be directed to:

**Ms Tumelo Sibandze**  
**Training and Development**  
**(012) 406 1157**