



public works  
& infrastructure

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

## **TERMS OF REFERENCE:**

### **APPOINTMENT OF SERVICE PROVIDER TO DELIVER IN-HOUSE TRAINING IN PROFESSIONAL BUSINESS WRITING SKILLS: U/S ID 12153, NQF LEVEL 4 OR 5 CREDITS**

#### **1. Purpose**

This exercise is aimed at implementing the **2024/2025** Departmental Workplace Skills Plan (WSP) as mandated by the Skills Development Act 9 of 1998 and the National Skills Development Strategy to address the Departmental skills gaps.

Directorate: Human Resource Development has planned to arrange in-house trainings for efficient and effective coordination of training interventions at Head Office. The process will enable the department to close the identified training gaps within different units in Head Office for enhanced service delivery and optimal realization of the departmental objectives.

#### **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.

The Head Office Training Calendar was developed using the training needs received from the units as well as Personal Developments Plans (PDP's).

#### **3. Problem Statement**

The Department of Public Works and Infrastructure has identified training needs for its employees for the **2024/2025** financial year and consequently developed a training plan for effective implementation thereof and therefore requires the services of accredited training service provider to assist in delivering the identified training intervention to realise its objectives.

**Professional Business Writing Skills course** was identified as one of the cross cutting intervention to address the training needs of employees of the Department.

#### **4. Expected Outcomes/ Deliverables**

To provide delegates with the necessary skills and knowledge to follow specified legislated requirements in writing texts and reports required in a business so as to promote clear, unambiguous communication in plain language and to improve the quality of written reports and other texts that are specific to a business environment.

##### **4.1 Duration of the course**

A training intervention in Professional Business Writing Skills should be presented in a period of **three (3) days**.

**The course must address the following:**

- Memorandums,
- Letters,
- Reports,
- Proposals,
- Emails and the
- Terms of Reference.

**The course content should cover but not limited to the following modules;**

- Basic Report Format;
  - Introduction,
  - Purpose,
  - Background,
  - Discussion / Motivation,
  - Financial Implication
  - Recommendation,
  - Conclusion
- Using plain language in business,
- Simplify the writing (words, sentence, paragraph and length),
- Recognising errors and checking for accuracy,
- Using appropriate grammar conversations,
- Terminology and conversations specific to a business environment,
- The intended and conversations specific to a function in a business environment,
- The intended or incidental audience for whom the text is to be written, are identified for a specific field or sub field in order to focus the information,
- Information is checked for accuracy, bias, stereotypes, appropriate tones and other offensive details,
- What information should be included or omitted in order to ensure the focus,

- The document is ordered to ensure that the sequence is logical and meaningful,
- Instructing titles, headings and sub – heading that flows
- Making use of visual aids and illustrations.

#### **4.2 Total number to be trained**

A total number of **twenty eight (28)** employees from Head Office are to attend the training and the number should be divided into two (02) groups.

#### **4.3 Certification**

Learners should be subjected to the compilation of Portfolio of Evidence and on successful completion of the course; learners should be awarded Certificates of Competence.

#### **4.4 Training venue**

The training venue will be provided by Department of Public Works and Infrastructure.

#### **4.5 Training dates**

Training dates shall be determined collectively by both DPWI and the appointed service provider.

#### **4.6 Specific professional experience**

The course facilitator should be chosen for their training experience and have proven relevant experience in management and facilitation of Professional Business Writing Skills. The successful bidder must provide a competent facilitator for this skills programme.

#### **4.7 Submission of post training report**

A post-course report on the training should be provided by the appointed service provider within seven (7) working days after the training has taken place.

#### **4.8 Monitoring and Evaluation**

The following will be monitored and evaluated by DPWI:

- The quality of the training/facilitation
- Degree of adherence to timeframes
- Quality of materials utilised for the training

#### **4.9 Special requirements**

It is a requirements that all service providers facilitating any type of training must be registered/ accredited with the relevant Education Training Qulaity Assurance (ETQA) body and must be in possession of a letter confirming accreditation/decision number.

The appointed service provider must be accredited to offer the unit standard ID: 12153.

#### **4.10 Collection of Portfolio of Evidence and delivery of certificate**

The appointed service provider will be responsible for the collection of PoE's and delivery of certificates to the department premises.

#### **4.11 Important documents**

The following documents must be attached to the bid, failing which will result to disqualification.

- Accreditation letter
- Unit Standard - Accreditation transcript
- Course Content / outline
- Facilitator profile

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

### **5 Enquiries**

All enquiries should be directed to:

**Ms Suzan Motau**  
**Training and Development**  
**(012) 406 1679**