



TERMS OF REFERENCE:

APPOINTMENT OF SERVICE PROVIDER TO DELIVER TRAIN THE TRAINER INTERNATIONAL DIPLOMACY & PROTOCOL COURSE

1. Purpose

The Directorate: Human Resources Development requires the appointment of accredited and credible service provider to deliver Train the Trainer International Diplomacy & Protocol course.

2. Background

The Department of Public Works & 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.

Train the Trainer International Diplomacy & Protocol course was identified by one (01) official in the Chief Directorate: International Relations.

3. Expected Outcomes/ Deliverables

The course will help the official to enhance her professional image and personal brand, develop communication excellence, gain the ability to work in cross-cultural environments, and master international protocol and personal diplomacy.

4. The course content should cover the following areas:

- Building professional & political presence,
- Strategic body language,
- Building connection,
- Preparing for events and meetings,
- Formal introductions and elevator pitches,
- Small talk at high events,
- Email and telephone etiquette,
- Deportment,
- Professional image,



- Understanding formal dress codes,
- Introduction to protocol and diplomacy,
- Business entertaining,
- Protocol officer responsibilities,
- Hosting international visits,
- Precedence and seating protocol,
- Flag protocol,
- Styles and titles of address, and
- Invitations and reminders.

5. Duration of the course

The course should be presented over a period of four (04) days.

6. Total number to be trained

One official from Head Office is to attend the course.

7. Certification

Official should be awarded Certificate of Attendance upon successful completion of the course.

8. Training venue

The training venue should be provided by the Service Provider and should be around Gauteng.

9. Training dates

Training dates shall be determined by the appointed service provider.

10. Specific professional experience

The course facilitator should be chosen for their training experience and have proven relevant experience in management and facilitation of Train the Trainer International Diplomacy & Protocol course. The service provider must provide a competent facilitator for this course.



11. Special Requirements

It is a requirement that all service providers facilitating any type of training 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.

12. Important Documents

The following documents should be attached to the bid:

- Accreditation letter
- Course content/outline
- Facilitator profile

13. All disbursements must be included within the cost per delegate.

14. Enquiries

All enquiries should be directed to:

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Training and Development
(012) 406 1157