



TERMS OF REFERENCE:

APPOINTMENT OF A SERVICE PROVIDER TO RENDER COACHING SESSION ON EMPLOYEE WELLNESS MATTERS

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.

The 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.

The Directorate: Human Resources Development requires the appointment of an accredited and credible service provider to deliver the **Coaching Session on wellness matters**.

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. Expected Outcomes/ Deliverables

- 3.1 The session should enable the Branch to develop a team culture that is empathetic, to understand and develop resilience factors that positively impact work relations, boost morale, increase productivity and mental wellbeing. It should also strive to create an environment that support



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employee growth, employee engagement, motivation, job satisfaction, have shared purpose and vision leading to enhanced job performance and overall success.

4. The course should cover the following areas:

- 4.1 How to respond to adversity in the workplace;
- 4.2 Strategies to boost employee morale in the workplace;
- 4.3 Resilience;
- 4.4 Self – emotional awareness;
- 4.5 Managing wellbeing at work;
- 4.6 Connecting with others;
- 4.7 Empathy;
- 4.8 Building positive working relations;
- 4.9 Openness and transparency in the work environment;
- 4.10 Dealing with conflict; and
- 4.11 Addressing poor performance and creating a positive work environment

5. Duration

The training session should be presented over a period of one (1) day. The session should be inclusive of physical activities as a way of stimulating mental wellness and building resilient teams.

6. Total number to be trained

Eighty four (84) DPWI Internal Auditors are expected to attend the session. The number should be divided into two (02) groups and it is inclusive of Head Office and Regional Offices officials.



7 Training venue

The training venue which is inclusive of catering should be provided by the appointed service provider and should be in Pretoria CBD.

8 Certification

Participants should not be subjected to any practical assessment.

9. Training dates

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

10. Specific professional experience and special requirements

The course facilitator(s) should be chosen for their training experience and have proven relevant experience and competency in the field of psychology or Employee Health and wellness with a focus on dealing with issues relating to psychosocial approaches; like resilience, mental wellbeing, interpersonal working relations, and stress management.

The appointed service provider should ensure that the training/ psychosocial sessions are rendered by qualified professional Psychologists/ Social workers registered with their professional bodies like, South African Council for Social Services Profession (SACSSP) and the Health Profession Council of South Africa), not motivational speakers.

11. 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.

The appointed service provider might be invited to a meeting, virtually /face to face to ascertain additional needs.

12. Monitoring and Evaluation

The following will be monitored and evaluated by DPWI:



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

13 Important documents

The following documents must be attached to the bid:

- Accreditation letter
- Course Content / outline
- Facilitator profile
- Facilitator's letter of registration with SACSSP/HPSCA.

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

15. Enquiries

All technical enquiries should be directed to:

Ms Nomakhwezi Mhlanga
Employee Health & Wellness
(012) 406 2089

Administrative enquiries:

Ms Ntombifikile Likuwane
Training Coordination
(012) 406 1317