



public works
& infrastructure

Department:
Public Works and Infrastructure
REPUBLIC OF SOUTH AFRICA

TERMS OF REFERENCE:

APPOINTMENT OF SERVICE PROVIDER TO DELIVER SECRETARY / PA SEMINAR/ CONFERENCE

1. Purpose

The Directorate: Human Resources Development requires the appointment of accredited and credible service provider to deliver Secretary / PA Seminar/ Conference.

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 needs.

Secretary / PA Seminar/ Conference was identified by three (03) officials in the Chief Directorate: Human Resource and Organisational Development.

3. Expected Outcomes/ Deliverables

By end of the conference the employees should be able to:

- Implement, maintain, organized systems for record, files and office supplies ensuring easy retrieval and availability of necessary resources,
- Manage executive calendars, schedule meetings and appointments and coordinate travel arrangements for managers and teams,
- Serve as a primary liason for communication between executives, internal teams, external stakeholders, handling inquiries and correspondence with professionalism,
- Ensure the accurate preparation, editing and distribution of various documents, reports and presentations,
- Assist with the planning and execution of company events, meetings, conferences and handling logistical arrangement,
- Develop advanced skills in minute – taking, conflict resolution, and time mangement,
- Purse training to develop leadership and management skills, enabling the secretary to mentor others and contribute to strategic initiatives,

- Align all administrative support functions with the overall mission and productivity goals of the organization,
- Foster effective collaboration across departments by providing reliable administrative support and facilitating clear communication, and
- Handle sensitive information with discretion, ensuring the security and confidentiality of all business matters.

3.1 The conference would cover the following modules:

- Administrative essentials for high – level offices,
- Financial management,
- High level meeting documentation,
- Business communication,
- Project management processes,
- Procurement management essentials,
- Record Management,
- Productivity and organisation, and
- Protocol and etiquette.

4. Total number to be trained

Three (03) employees from Head Office is to attend the conference.

5. Certification

Learners should not be subjected to any practical assessment on completion of the conference.

6. Training venue

The training venue should be provided by the Service Provider and should be around Gauteng. No cost for accommodation should be included.

7. Training Dates

The conference should be presented over a period of five (05) days.

8. Specific professional experience

The Service provider should be chosen for their training experience and have proven relevant experience in management and facilitation of Secretary / PA Seminar/ Conference.

9. Special requirements

It is a requirements that all service providers facilitating any type of training must be registered/ accredited with the relevant Education



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- Training Quality Assurance (ETQA) Body or Professional Body/Council and must submit a letter confirming accreditation/decision number
10. All disbursements must be included within the cost per employees.

11. **Enquiries**

All enquiries should be directed to:

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Training and Development
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