



public works
& infrastructure

Department:
Public Works and Infrastructure
REPUBLIC OF SOUTH AFRICA

TERMS OF REFERENCE:

APPOINTMENT OF SERVICE PROVIDER TO DELIVER COMPTIA A+ CORE 1 COURSE

1. Purpose

The Directorate: Human Resources Development requires the appointment of accredited and credible service provider to CompTIA A+ Core 1 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.

CompTIA A+ Core 1 course was identified by seven (07) officials in the Chief Directorate: Information Communication Technology (ICT).

3. Expected Outcomes/ Deliverables

The course will assist the officials to learn how to install, configure and maintain computer equipment, mobile devices and software.

4. The course content should cover the following areas:

- Service components,
- Understand networking basics,
- Apply cybersecurity measures,
- Troubleshoot hardware and software issues effectively,
- Learn customer support and communication,
- Learn foundational knowledge in scripting, cloud technologies, virtualisation, Multi-OS deployments.
- Support operating systems,
- Install and configure PC system unit components and peripheral devices,
- Install, configure, and troubleshoot display and multimedia devices,
- Install, configure, and troubleshoot storage device,
- Install, configure, and troubleshoot internal system components,



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- Install, configure, and maintain operating systems,
- Maintain and troubleshoot Microsoft Windows,
- Explain network infrastructure concepts, and
- Configure and troubleshoot network connections.

5. Duration of the course

The course should be presented over a period of five (05) days though virtual platform.

6. Total number to be trained

Seven (07) officials from Head Office are to attend the course.

7. Certification

The official should be subjected to examination and be awarded Certificate of Competence upon successful completion of the course.

8. Training dates

Training dates shall be determined by the appointed service provider.

9. Specific professional experience

The course facilitator is chosen for their training experience and have proven relevant experience in management and facilitation of CompTIA A+ Core 1 course. The service provider must provide a competent facilitator for this course.

10. 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.

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



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12. Enquiries

All enquiries should be directed to:

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