



## TERMS OF REFERENCE:

### APPOINTMENT OF SERVICE PROVIDER TO DELIVER VIRTUAL TRAINING PROGRAMME IN MENTORING AND COACHING: UNIT STANDARD NO: 252035, NQF LEVEL 5 & 8 CREDITS

#### 1. Purpose

This exercise is aimed at implementing the **2023/2024** 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.

#### 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 current financial year **2023/2024** and consequently developed a training plan for effective implementation thereof and therefore requires the services of accredited training service providers to assist in delivering the identified training interventions to realise its objectives.

**Mentoring and Coaching** online course was identified as one of the cross cutting interventions to address the training needs of employees of the Department.

#### 4. Expected Outcomes/ Deliverables

The course aims to educate the delegates about the mentoring and coaching framework that will enhance insight into processes, techniques and critical success factors of coaching and mentoring.

##### 4.1 Duration of the course

The training should be presented through a webinar platform, zoom or teams over a period of three (3) days per group and the course should be aligned to **National Qualification Framework (NQF) level five (5)** and have **eight (8) credits** to compliment the employees towards achieving qualifications in a specific field of study.

The course content should cover and not limited to the following areas:

- Self-awareness and Selecting a first line manager;
- Planning a coaching process, the journey and the conversation;
- The relationship – Coaching a candidate, ongoing mentoring;
- Process of selecting candidates, making decisions and providing feedback to candidates;
- Monitoring and measuring the results of coaching;
- Talent management, recording the results of the training needs and compiling a people development plan for proteges;
- Establishing a knowledge base that underpins coaching and mentoring;
- Evaluating and identifying coaching needs and propose an appropriate coaching and mentoring strategy;
- Applying techniques to coach/mentor a team member effectively;
- Describing the professional environment and context in which coaching and mentoring operates;
- Evaluating the legal and ethical implications of coaching and mentoring;

##### 4.2 Total number to be trained

A total number of thirty four (34) employees are to attend the training and the number should be divided into two (02) groups of seventeen (17) each..

##### 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 date

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

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#### **4.5 Specific professional experience**

The course facilitator should be chosen for their training experience and have proven relevant experience in management and facilitation of **Mentoring and Coaching online course**. The successful bidder must provide a competent facilitator for this skills programme and must avail the facilitator's profile.

#### **4.6 Submission of post training report**

A post-course report on the training should be provided by the appointed service provider before submission of the invoice or not later than a week after the training has taken place.

#### **4.7 Monitoring and Evaluation**

The following will be monitored and evaluated by DPWI:

- The quality of the training/facilitation as indicated by the feedback from participants
- Degree of adherence to timeframes
- Quality of materials utilised for the training.

#### **4.8 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 and must be in possession of a letter confirming accreditation/decision number and provide us with the letter of acceptance.

The appointed service provider must be accredited to offer the Unit Standard **252035** and must provide proof by submitting the transcript, failing which will lead to disqualification.

#### **4.9 Collection of Portfolio of Evidence (PoE) and delivery of certificates**

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

#### **4.10 The following documents must be attached to the bid:**

- Accreditation Letter;
- Accreditation transcript;
- Course Content; and
- Facilitator profile.

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

## 5 Enquiries

All enquiries should be directed to:

**Ms Ntombifikile Likuwane**  
**Training and Development**  
**(012) 406 1317**