



public works
& infrastructure

Department:
Public Works and Infrastructure
REPUBLIC OF SOUTH AFRICA

TERMS OF REFERENCE:

APPOINTMENT OF SERVICE PROVIDER TO DELIVER IN-HOUSE TRAINING IN RECORDS MANAGEMENT: UNIT STANDARD 115855, NQF LEVEL 5 AND 5 CREDITS

1. Purpose

This exercise is aimed at implementing the **2025/2026** 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.

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 & 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 & Infrastructure has identified training needs for its employees for the financial year **2025/2026** and subsequently developed a Training Plan for effective implementation of the identified skills gaps and therefore requires the services of accredited training services providers to assist in delivering the identified training interventions for capacitation of its employees.



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Records Management course was identified as one of the cross cutting interventions to address the training needs of employees of the Department.

4. Expected Outcomes/ Deliverables

This course aims to provide officials with the knowledge, skills, attitudes, and values required to create and maintain an effective record keeping system in an organisation with regard to record keeping and mailing procedures.

5. Duration of the course

Records Management course should be presented in a period of **three (3)** days per group and the course must be aligned to the **National Qualification Framework (NQF) five (5) and have five (5) credits** to compliment the officials towards achieving qualification in a specific field of study.

The course content should cover but not limited to the following areas;

- Explain why companies record and keep information,
- Describe the type of records that are used in a specific business sector,
- Locate and provide records to users on request,
- Create a record-keeping system that supports the creation and capture of electronic records,
- Maintain and update the record keeping system,
- Overview and use of electronic records management systems
- Electronic records storage and security,
- Retention and Disposal of Electronic Records, and
- Digital preservation.

6. Total number to be trained

A total number of sixty (60) officials from Head Office are to attend the training, and the course will be divided into three (3) groups, with twenty (20) officials per group.



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7. Certification

The officials should be subjected to the compilation of Portfolio of Evidence and on successful completion of the course; officials should be awarded certificates of competence.

8. Training venue

The training venue (inclusive of meals) should be provided by the service provider and be around Pretoria CBD.

9. Training Material

The appointed service provider should provide the training material for the course.

The course attendance should also include practical sessions, therefore, the service provider should provide laptops for only sixteen (16) officials.

10. Training dates

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

11. Specific professional experience

The course facilitator should be chosen for their training experience and have proven relevant experience in management and facilitation of Records Management course. The successful bidder must provide a competent facilitator for this skills programme.

12. Submission of post training report

A post-course report on the training should be provided by the appointed service provider within seven (07) days after the training has taken place.

13. Monitoring and Evaluation

The following will be monitored and evaluated by DPWI:

- Conducting of site visits for the duration of training
- The quality of facilitation during training



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- Quality of materials utilised for the training

14. Special requirements

It is a requirement 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.

The appointed service provider must be accredited to offer the Unit Standard ID: **115855** and should provide proof by submitting the transcript failing which will lead to disqualification.

15. Collection of Portfolio of Evidence and delivery of Certificates

The appointed service provider will be responsible for the collection of PoE's and delivery of certificates to the departments premises.

16. Important Documents

The following documents should be attached to the bid:

- Accreditation letter
- Accreditation transcript
- Course content/outline
- Facilitator profile

Failure to submit the required documents will result in your Company being disqualified.

- 17.** All disbursements must be included within the cost per official.

18. Enquiries

All enquiries should be directed to:

Ms Tumelo Sibandze
Training and Development
(012) 406 1157