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PROVINCE OF KWAZULU-NATAL

STANDARD OPERATING PROCEDURES (SOPS)
AND
BUSINESS PROCESS MAPPING (BPM)
FOR
HUMAN RESOURCE CAPACITY
DEVELOPMENT

CONTENT PAGE

TRAINING AND DEVELOPMENT

1. Development of Workplace Skills Plan (WSP)
2. Employee Enrolment And Payment of Service Providers i.e. Modularised Courses
3. Facilitating Training Programs
4. Training And Development Reporting
5. Training And Development Annual Report
6. Training And Development Annual Expenditure Report

EMPLOYEE ASSISTANCE PROGRAMME

1. Wellness Management
2. Promoting Health And Wellness of all Employees Through Formal Referrals
3. Promoting Health And Wellness of all Employees Through Formal Self-Referrals (Informal)

BURSARY ADMINISTRATION

1. Public Service Employee
2. Internship Administration
3. Bursary Recipients

TRAINING

1. Induction Programme- Public Service Act Employees (New Appointees)
2. Induction Programme – Internship

BUSINESS PROCESS MAPPING FOR DEVELOPMENT OF WORKPLACE SKILLS PLAN (WSP)

SUB-DIRECTORATE: TRAINING AND DEVELOPMENT
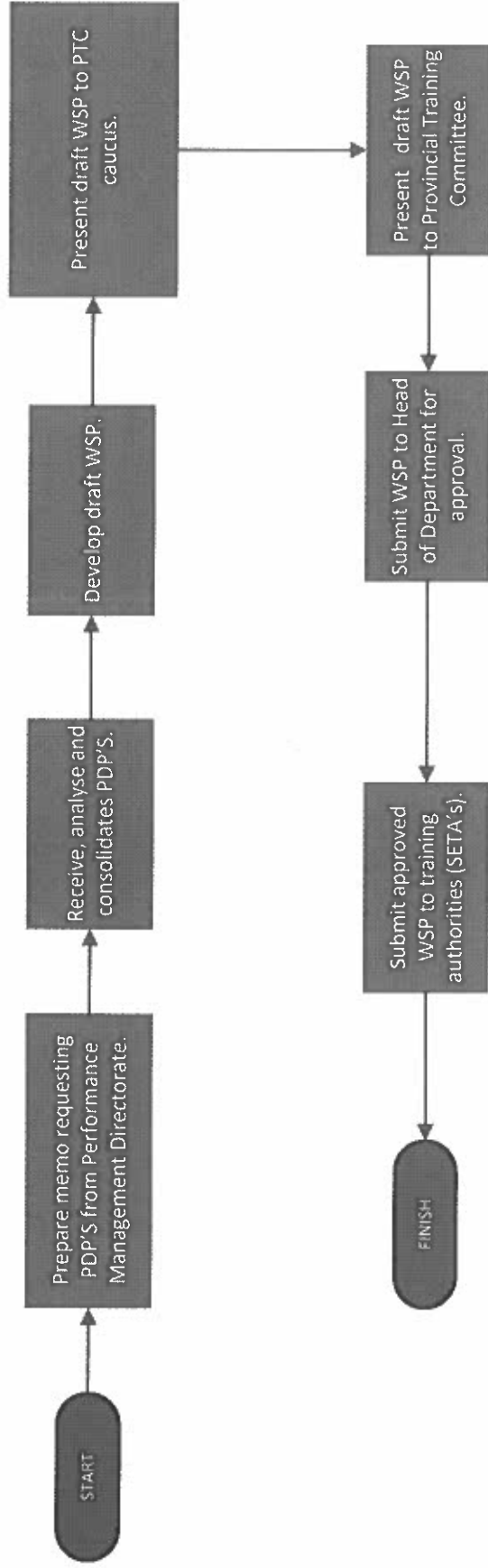
START → Prepare memo requesting PDP'S from Performance Management Directorate. → Receive, analyse and consolidates PDP'S. → Develop draft WSP. → Present draft WSP to PTC caucus.

Present draft WSP to PTC caucus. → Present draft WSP to Provincial Training Committee. → Submit WSP to Head of Department for approval. → Submit approved WSP to training authorities (SETA's). → FINISH

DIRECTORATE: HUMAN RESOURCE CAPACITY DEVELOPMENT
Sub- Directorate: Training and Development

Title: Standard Operating Procedure for Development of Workplace Skills Plan (WSP)

STEP	ACTIVITY	CONTROL MECHANISM	WHO	TIME	INPUT	OUTPUT
Logical Sequence	Name the activity	Describe the control that govern the execution of the task	Who is responsible for executing task	On average how long task takes	What information is used	What forms of documentation
1.	Prepare memo requesting Personal Development Plans (PDP'S) from Performance Management Directorate.	Skills Development Act Skills Development Levies Act	Director : HRD Deputy Director Assistant Director, Education Training and Development Practitioner	30 mins	HRD Plan	Memo to Performance Management
2.	Receive, analyse and consolidate Personal Development Plans (PDP'S).	Skills Development Act Skills Development Levies Act	Deputy Director Assistant Director	2175 mins	Memo from Performance Management	Consolidated training needs
3.	Develop draft workplace skills plan (WSP).	Skills Development Act Skills Development Levies Act	Deputy Director Assistant Director, Education Training and Development Practitioner	2175 mins	Consolidated Training needs	Draft workplace skills plan
4.	Present draft workplace skills plan to Provincial Training Committee caucus.	Skills Development Act Skills Development Levies Act	Deputy Director Assistant Director, Education Training and Development Practitioner	435 mins	Draft workplace skills plan	Draft work place skills plan endorsed by caucus
5.	Present draft Workplace Skills Plan to Provincial Training Committee.	Skills Development Act Skills Development Levies Act	Director: HRD	435 mins	Draft work place skills plan endorsed by caucus	Recommended Workplace Skills Plan
6.	Submit Workplace Skills Plan to Head of Department for approval.	Skills Development Act Skills Development Levies Act	Director: HRD	30 mins	Recommend-ed Workplace Skills Plan	Approved Workplace Skills Plan

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STEP	ACTIVITY	CONTROL MECHANISM	WHO	TIME	INPUT	OUTPUT
Logical Sequence	Name the activity	Describe the control that govern the execution of the task	Who is responsible for executing task	On average how long task takes	What information is used	What forms of documentation
7.	Submit approved WSP to training authorities (SETA's).	Skills Development Act Skills Development Levies Act	Director: HRD	60 mins	Approved Workplace Skills Plan	Letter to SETA with approved Workplace Skills Plan
TOTAL NUMBER OF DAYS				**5340 mins = 12 days**		

BUSINESS PROCESS MAPPING FOR EMPLOYEE ENROLMENT AND PAYMENT TO SERVICE PROVIDERS I.R.O. MODULARIZED COURSES

SUB-DIRECTORATE: TRAINING AND DEVELOPMENT
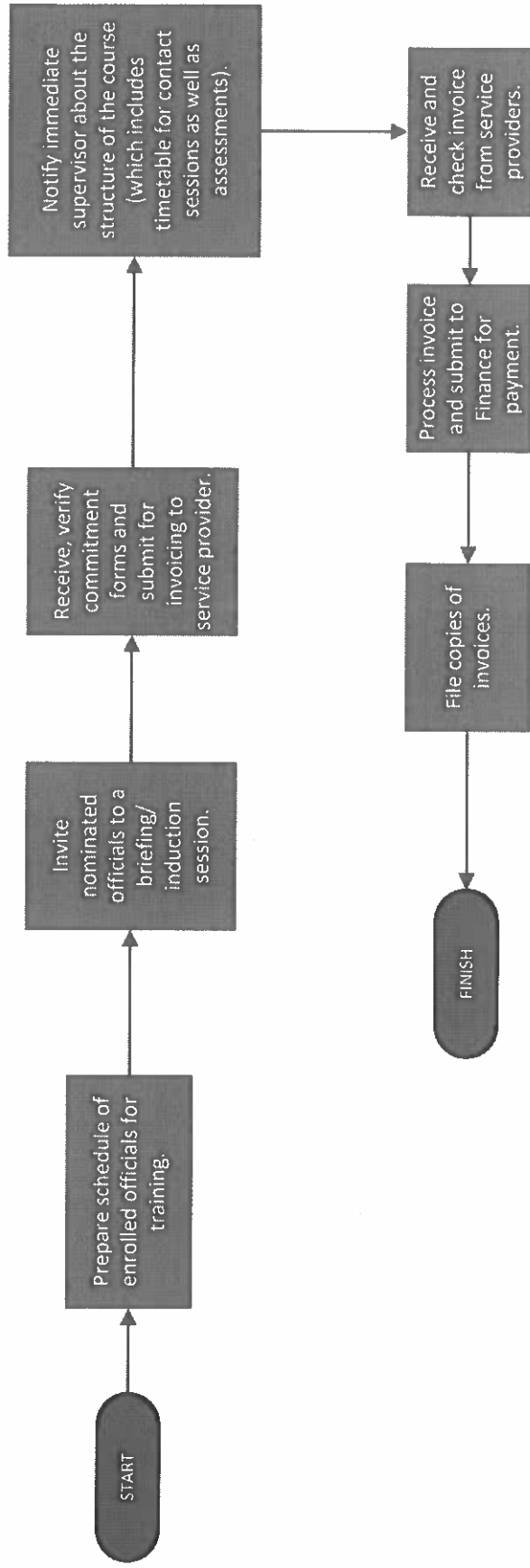
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START
   │
   ▼
Prepare schedule of enrolled officials for training.
   │
   ▼
Invite nominated officials to a briefing/induction session.
   │
   ▼
Receive, verify commitment forms and submit for invoicing to service provider.
   │
   ▼
Notify immediate supervisor about the structure of the course (which includes timetable for contact sessions as well as assessments).
   │
   ▼
Receive and check invoice from service providers.
   │
   ▼
Process invoice and submit to Finance for payment.
   │
   ▼
File copies of invoices.
   │
   ▼
FINISH
```

DIRECTORATE: HUMAN RESOURCE CAPACITY DEVELOPMENT
Sub- Directorate: Training and Development

Title: Standard Operating Procedure for Employee Enrolment and Payment to Service Providers
i.r.o. Modularized Courses

STEP	ACTIVITY	CONTROL MECHANISM	WHO	TIME	INPUT	OUTPUT
Logical Sequence	Name the activity	Describe the control that govern the execution of the task	Who is responsible for executing task	On average how long task takes	What information is used	What forms of documentation
1.	Prepare schedule of enrolled officials for training.	Skills Development Act Skills Development Levies Act	Director : HRD	435 mins	Schedule of nominated officials	Schedule of enrolled officials
2.	Invite nominated officials to a briefing/induction session.	Skills Development Act Skills Development Levies Act	Director : HRD	435 mins	Schedule of enrolled officials	Invitation to employees
3.	Receive, verify commitment forms and submit for invoicing to service provider.	Skills Development Act Skills Development Levies Act	Director: HRD	2175 mins	Invitation to employees	Signed commitment forms
4.	Notify immediate supervisor about the structure of the course (which includes timetable for contact sessions as well as assessments).	Skills Development Act Skills Development Levies Act	Director : HRD	435 mins	Signed commitment forms and Proposed Time table	Notification letter to supervisor
5.	Receive and check invoice from service providers.	Skills Development Act Skills Development Levies Act	Director : HRD Deputy Director Assistant Director, Education Training and Development Practitioner	435 mins	Invoice from Service Provider	Checked invoice for processing.

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STEP	ACTIVITY	CONTROL MECHANISM	WHO	TIME	INPUT	OUTPUT
Logical Sequence	Name the activity	Describe the control that govern the execution of the task	Who is responsible for executing task	On average how long task takes	What information is used	What forms of documentation
6.	Process invoice and submit to Finance for payment.	Skills Development Act Skills Development Levies Act	Deputy Director Assistant Director, Education Training and Development Practitioner	435 mins	Checked invoice	Payment processed
7.	File copies of invoices.	Skills Development Act Skills Development Levies Act	Education Training and Development Practitioner	5 mins	Payment processed	Filed copies of invoices
TOTAL NUMBER OF DAYS				**4355 mins = 10 days**		

BUSINESS PROCESS MAPPING FOR FACILITATING TRAINING PROGRAMS

SUB-DIRECTORATE: TRAINING AND DEVELOPMENT
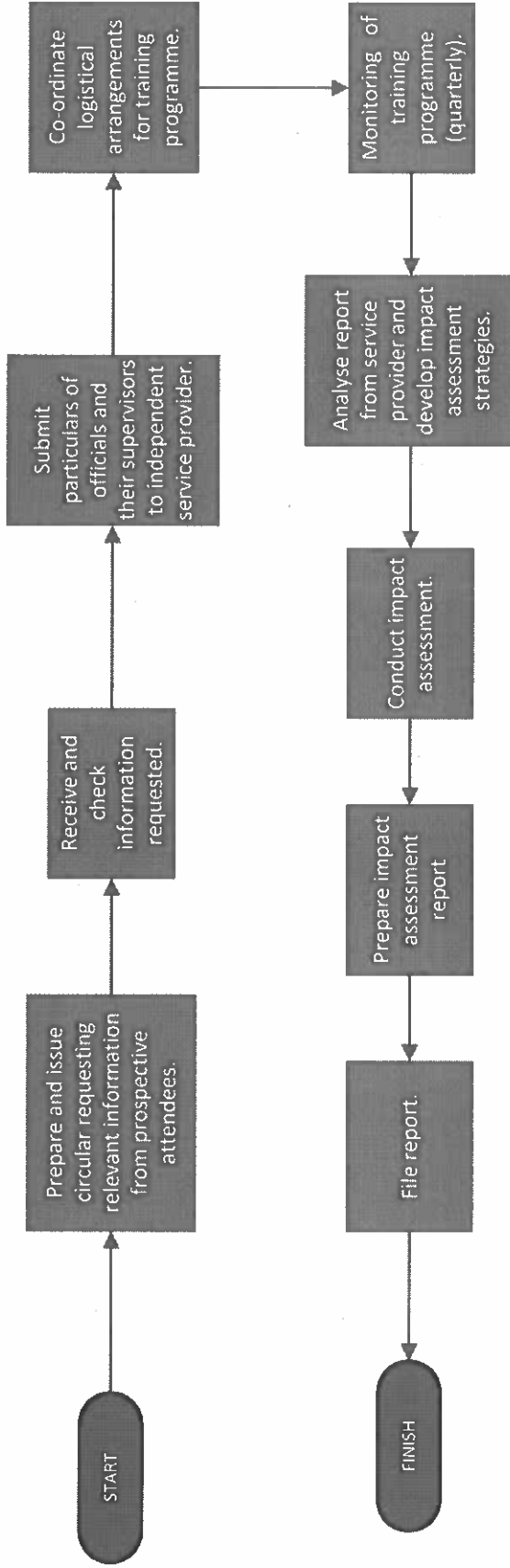
```
START
  │
  ▼
Prepare and issue
circular requesting
relevant information
from prospective
attendees.
  │
  ▼
Receive and
check
information
requested.
  │
  ▼
Submit
particulars of
officials and
their supervisors
to independent
service provider.
  │
  ▼
Co-ordinate
logistical
arrangements
for training
programme.
  │
  ▼
Monitoring of
training
programme
(quarterly).
  │
  ▼
Analyse report
from service
provider and
develop impact
assessment
strategies.
  │
  ▼
Conduct impact
assessment.
  │
  ▼
Prepare impact
assessment
report
  │
  ▼
File report.
  │
  ▼
FINISH
```

DIRECTORATE: HUMAN RESOURCE CAPACITY DEVELOPMENT
Sub- Directorate: Training and Development

Title: Standard Operating Procedure for Facilitating Training Programs

STEP	ACTIVITY	CONTROL MECHANISM	WHO	TIME	INPUT	OUTPUT
Logical Sequence	*Name the activity*	*Describe the control that govern the execution of the task*	*Who is responsible for executing task*	*On average how long task takes*	*What information is used*	*What forms of documentation*
1.	Prepare and issue circular requesting relevant information from prospective attendees.	Skills Development Act Skills Development Levies Act	Deputy Director : HRD	435 mins	Management plan for training	Signed circular
2.	Receive and check information requested.	Skills Development Act Skills Development Levies Act	Deputy Director: HRD	435 mins	Signed circular	Validated information
3.	Submit particulars of officials and their supervisors to independent service provider.	Skills Development Act Skills Development Levies Act	Deputy Director : HRD	1740 mins	Validated information	Schedule of officials
4.	Co-ordinate logistical arrangements for training programme.	Skills Development Act Skills Development Levies Act	Deputy Director : HRD	435 mins	Schedule of officials	Finalised logistical arrangements
5.	Monitoring of training programme (quarterly).	Skills Development Act Skills Development Levies Act	Director : HRD	1740 mins	Finalised logistical arrangements	Receipt of report from service provider
6.	Analyse report from service provider and develop impact assessment strategies.	Skills Development Act Skills Development Levies Act	Director : HRD	1305 mins	Receipt of report from service provider	Developed impact assessment strategies

STEP	ACTIVITY	CONTROL MECHANISM	WHO	TIME	INPUT	OUTPUT
Logical Sequence	Name the activity	Describe the control that govern the execution of the task	Who is responsible for executing task	On average how long task takes	What information is used	What forms of documentation
7.	Conduct impact assessment.	Skills Development Act Skills Development Levies Act	Director: HRD	870 mins	Developed impact assessment strategies	Measured impact assessment
8.	Prepare impact assessment report.	Skills Development Act Skills Development Levies Act	Director: HRD	435 mins	Measured impact report	Impact assessment report
9.	File report.	Skills Development Act Skills Development Levies Act	Education Training and Development Practitioner	5 mins	Impact assessment report	Filed report
TOTAL NUMBER OF DAYS				**7400 mins = 17 days**		

BUSINESS PROCESS MAPPING FOR TRAINING AND DEVELOPMENT REPORTING

SUB-DIRECTORATE: TRAINING AND DEVELOPMENT
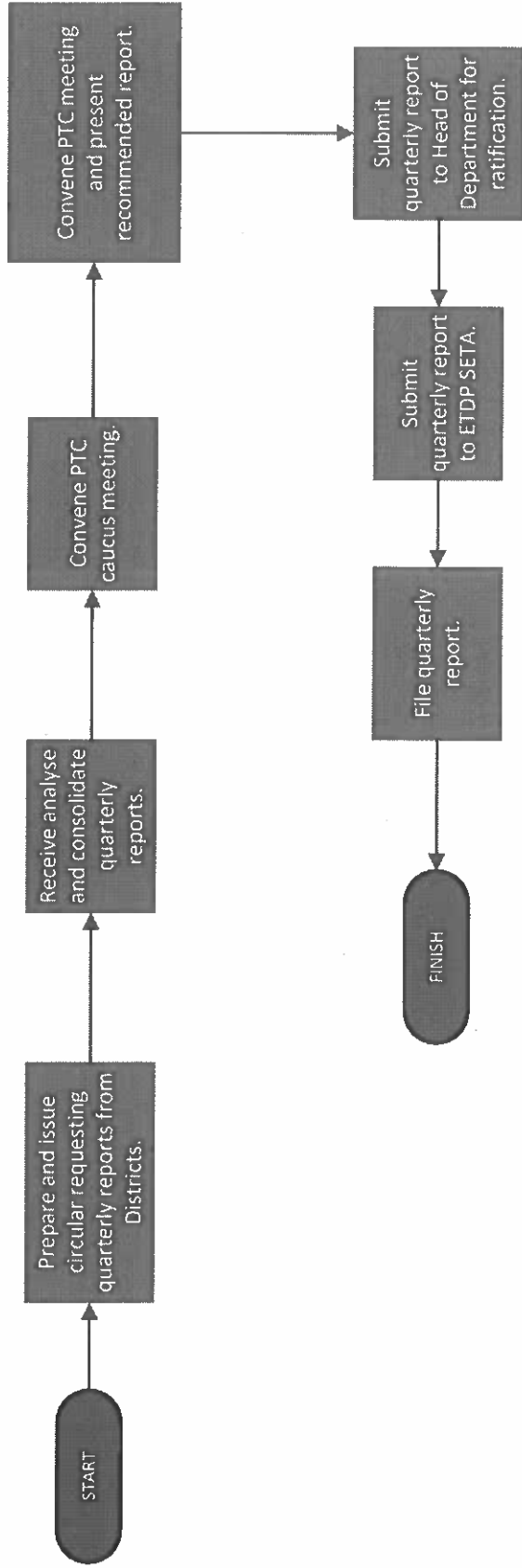
```
( START )
   │
   ▼
┌──────────────────────┐
│ Prepare and issue    │
│ circular requesting  │
│ quarterly reports    │
│ from Districts.      │
└──────────────────────┘
   │
   ▼
┌──────────────────────┐
│ Receive analyse      │
│ and consolidate      │
│ quarterly            │
│ reports.             │
└──────────────────────┘
   │
   ▼
┌──────────────────────┐
│ Convene PTC          │
│ caucus meeting.      │
└──────────────────────┘
   │
   ▼
┌──────────────────────┐
│ Convene PTC meeting  │
│ and present          │
│ recommended report.  │
└──────────────────────┘
   │
   ▼
┌──────────────────────┐
│ Submit               │
│ quarterly report     │
│ to Head of           │
│ Department for       │
│ ratification.        │
└──────────────────────┘
   │
   ▼
┌──────────────────────┐
│ Submit               │
│ quarterly report     │
│ to ETDP SETA.        │
└──────────────────────┘
   │
   ▼
┌──────────────────────┐
│ File quarterly       │
│ report.              │
└──────────────────────┘
   │
   ▼
( FINISH )
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DIRECTORATE: HUMAN RESOURCE CAPACITY DEVELOPMENT
Sub-Directorate: Training and Development

Title: Standard Operating Procedure for Training and Development Reporting

STEP	ACTIVITY	CONTROL MECHANISM	WHO	TIME	INPUT	OUTPUT
Logical Sequence	Name the activity	Describe the control that govern the execution of the task	Who is responsible for executing task	On average how long task takes	What information is used	What forms of documentation
1.	Prepare and issue circular requesting quarterly reports from Districts.	Skills Development Act Skills Development Levies Act	Director: HRD	30 mins	Work Place Skills Plan (WSP)	Circular
2.	Receive analyse and consolidate quarterly reports.	Skills Development Act Skills Development Levies Act	Deputy Director	2175 mins	Circular	Consolidated quarterly report
3.	Convene PTC caucus meeting.	Skills Development Act Skills Development Levies Act	Deputy Director Provincial Training Co-ordinators	435 mins	Consolidated quarterly report	Recommended quarterly report
4.	Convene Provincial Training Committee meeting and present recommended report.	Skills Development Act Skills Development Levies Act	Deputy Director	435 mins	Recommended quarterly report	Endorsed quarterly report
5.	Submit quarterly report to Head of Department for ratification.	Skills Development Act Skills Development Levies Act	Deputy Director	435 mins	Endorsed quarterly report	Ratified quarterly report
6.	Submit quarterly report to ETDP SETA.	Skills Development Act Skills Development Levies Act	Deputy Director	60 mins	Ratified quarterly report	Covering Letter and ratified quarterly report

STEP	ACTIVITY	CONTROL MECHANISM	WHO	TIME	INPUT	OUTPUT
7.	File quarterly report.	Skills Development Act Skills Development Levies Act	Deputy Director Assistant Director, Education Training and Development Practitioner	5 mins	Covering Letter and ratified quarterly report	Filed report
TOTAL TIME				3575 mins = 8 days		

BUSINESS PROCESS MAPPING FOR TRAINING AND DEVELOPMENT ANNUAL REPORT

SUB-DIRECTORATE: TRAINING AND DEVELOPMENT

START → Prepare and issue circular requesting annual reports from Districts → Receive analyse and consolidate annual report. → Convene PTC caucus meeting. → Convene PTC meeting and present recommended report. → Submit annual report to Head of Department for ratification. → Submit annual report to ETDP SETA. → File annual report. → FINISH

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DIRECTORATE: HUMAN RESOURCE CAPACITY DEVELOPMENT
Sub-Directorate: Training and Development

Title: Standard Operating Procedure for Training and Development Annual Report

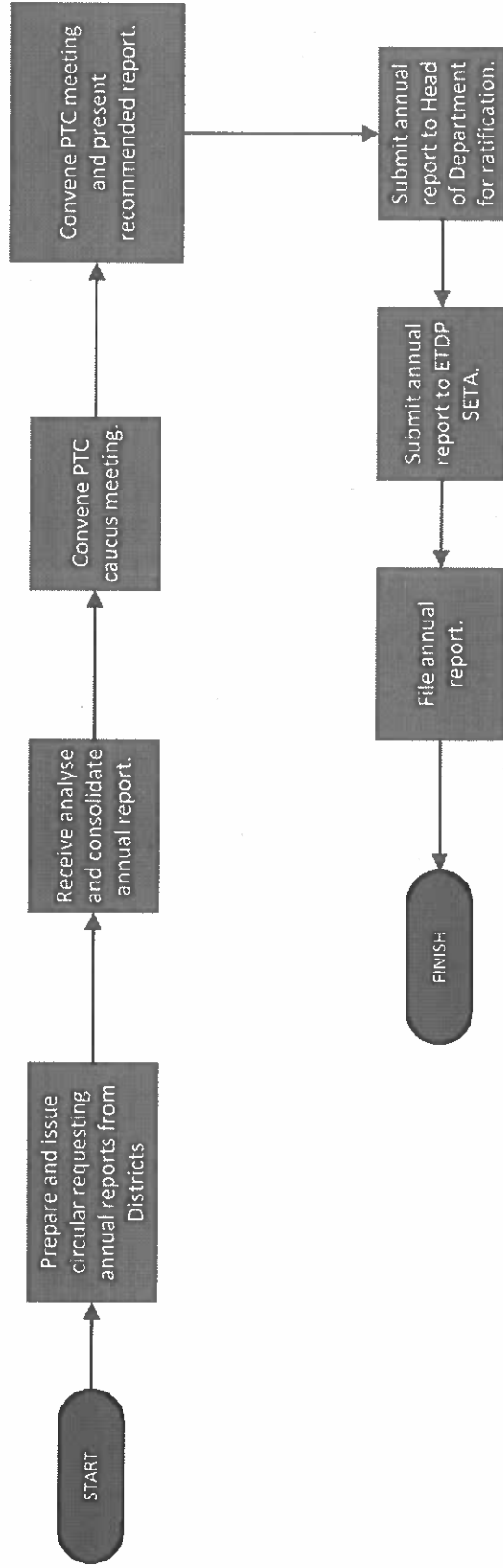| STEP	ACTIVITY	CONTROL MECHANISM	WHO	TIME	INPUT	OUTPUT
Logical Sequence	Name the activity	Describe the control that govern the execution of the task	Who is responsible for executing task	On average how long task takes	What information is used	What forms of documentation
1.	Prepare and issue circular requesting annual reports from Districts.	Skills Development Act Skills Development Levies Act	Director: HRD	30 mins	Work Place Skills Plan (WSP)	Circular
2.	Receive analyse and consolidate annual report.	Skills Development Act Skills Development Levies Act	Deputy Director	2175 mins	Circular	Consolidated annual report
3.	Convene PTC caucus meeting.	Skills Development Act Skills Development Levies Act	Deputy Director Provincial Training Co-ordinators	435 mins	Consolidated annual report	Recommended annual report
4.	Convene Provincial Training Committee meeting and present recommended report.	Skills Development Act Skills Development Levies Act	Deputy Director	435 mins	Recommended annual report	Endorsed annual report by PTC.
5.	Submit annual report to Head of Department for ratification.	Skills Development Act Skills Development Levies Act	Deputy Director	435 mins	Endorsed annual report by PTC.	Ratified annual report
6.	Submit annual report to ETDP SETA.	Skills Development Act Skills Development Levies Act	Deputy Director	60 mins	Ratified annual report	Covering Letter and ratified annual report

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STEP	ACTIVITY	CONTROL MECHANISM	WHO	TIME	INPUT	OUTPUT
7.	File annual report.	Skills Development Act Skills Development Levies Act	Deputy Director Assistant Director, Education Training and Development Practitioner	5 mins	Covering Letter and ratified annual report	Filed report
TOTAL TIME				3575 mins = 8 days		

BUSINESS PROCESS MAPPING FOR TRAINING AND DEVELOPMENT ANNUAL EXPENDITURE REPORT

SUB-DIRECTORATE: TRAINING AND DEVELOPMENT
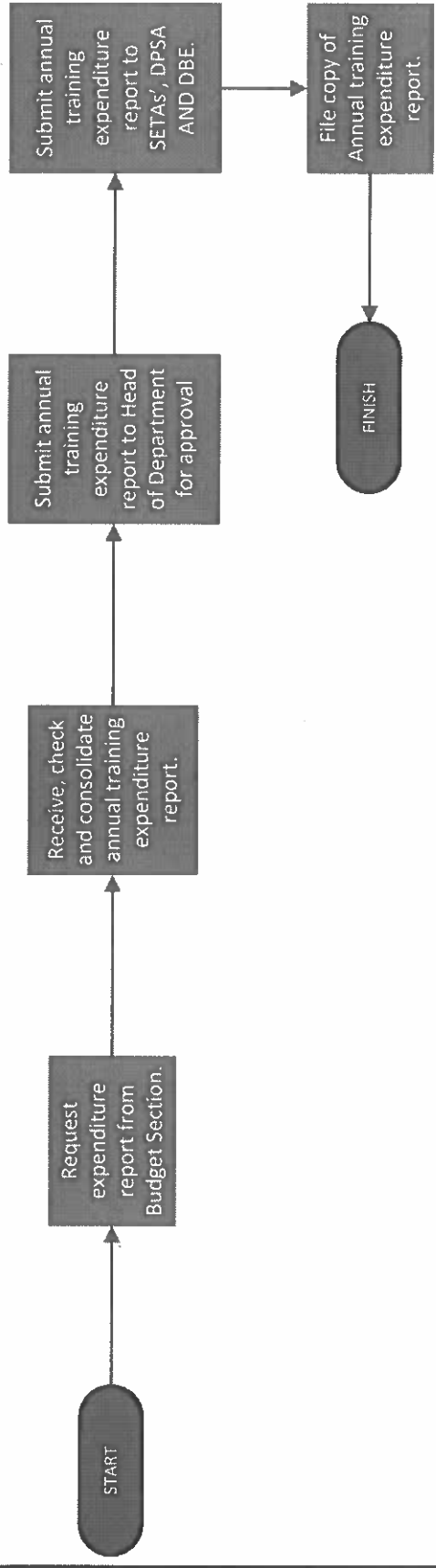
START

Request expenditure report from Budget Section.

Receive, check and consolidate annual training expenditure report.

Submit annual training expenditure report to Head of Department for approval

Submit annual training expenditure report to SETAs', DPSA AND DBE.

File copy of Annual training expenditure report.

FINISH

DIRECTORATE: HUMAN RESOURCE CAPACITY DEVELOPMENT
Sub-Directorate: Training and Development

Title: Standard Operating Procedure for Training and Development Annual Expenditure Report

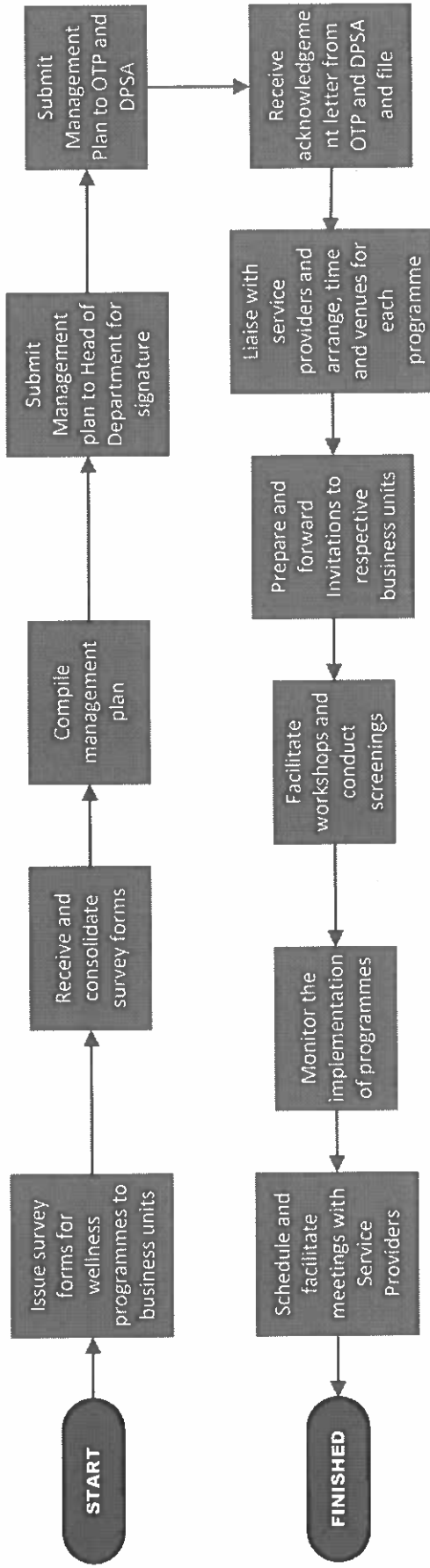| STEP	ACTIVITY	CONTROL MECHANISM	WHO	TIME	INPUT	OUTPUT
Logical Sequence	Name the activity	Describe the control that govern the execution of the task	Who is responsible for executing task	On average how long task takes	What information is used	What forms of documentation
1.	Request expenditure report from Budget Section.	Skills Development Act Skills Development Levies Act	Director: HRD Deputy Director Assistant Director, Education Training and Development Practitioner	435 mins	Annual training report	Letter to Budget Section
2.	Receive, check and consolidate annual training expenditure report.	Skills Development Act Skills Development Levies Act	Director: HRD Deputy Director Assistant Director, Education Training and Development Practitioner	2175 mins	Letter to Budget Section	Consolidated annual training expenditure report
3.	Submit annual training expenditure report to Head of Department for approval.	Skills Development Act Skills Development Levies Act	Deputy Director Assistant Director, Education Training and Development Practitioner	30 mins	Consolidated annual training expenditure report	Approved annual training expenditure report
4.	Submit annual training expenditure report to SETAs', DPSA AND DBE.	Skills Development Act Skills Development Levies Act	Deputy Director Assistant Director, Education Training and Development Practitioner	60 mins	Approved annual training expenditure report	Submitted annual training expenditure report
5.	File copy of Annual training expenditure report.	Skills Development Act Skills Development Levies Act	ETD Practitioner	5 mins	Submitted annual training expenditure report	Filed copy of annual training expenditure report
TOTAL TIME				2705 mins = 6 days		
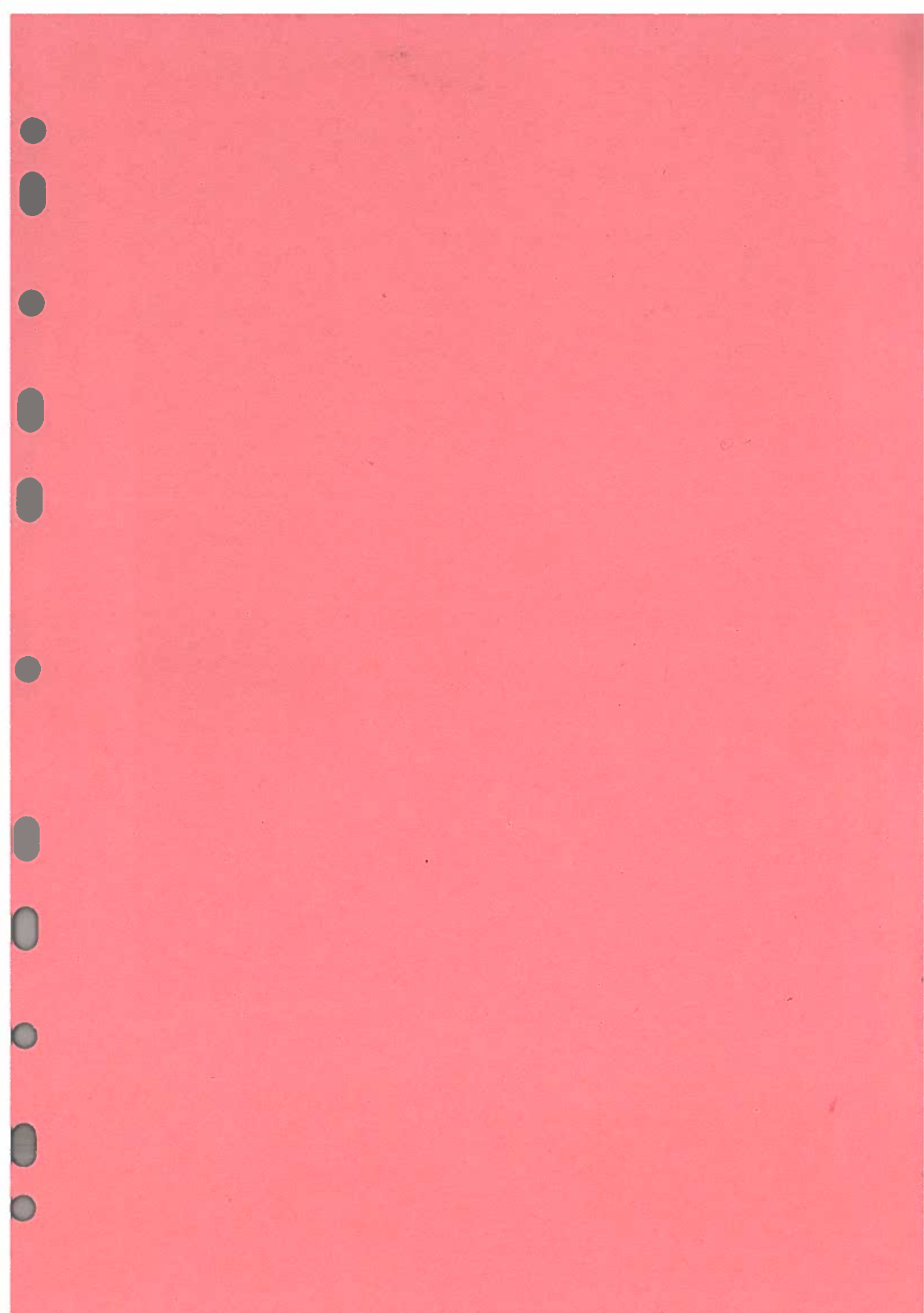
BUSINESS PROCESS MAPPING FOR WELLNESS MANAGEMENT

START → Issue survey forms for wellness programmes to business units → Receive and consolidate survey forms → Compile management plan → Submit Management plan to Head of Department for signature → Submit Management Plan to OTP and DPSA → Receive acknowledgement letter from OTP and DPSA and file → Liaise with service providers and arrange, time and venues for each programme → Prepare and forward Invitations to respective business units → Facilitate workshops and conduct screenings → Monitor the implementation of programmes → Schedule and facilitate meetings with Service Providers → **FINISHED**

SUB DIRECTORATE: EMPLOYEE ASSISTANT PROGRAMME

DIRECTORATE: HUMAN RESOURCE CAPACITY DEVELOPMENT
Sub Directorate: Employee Assistant Programme

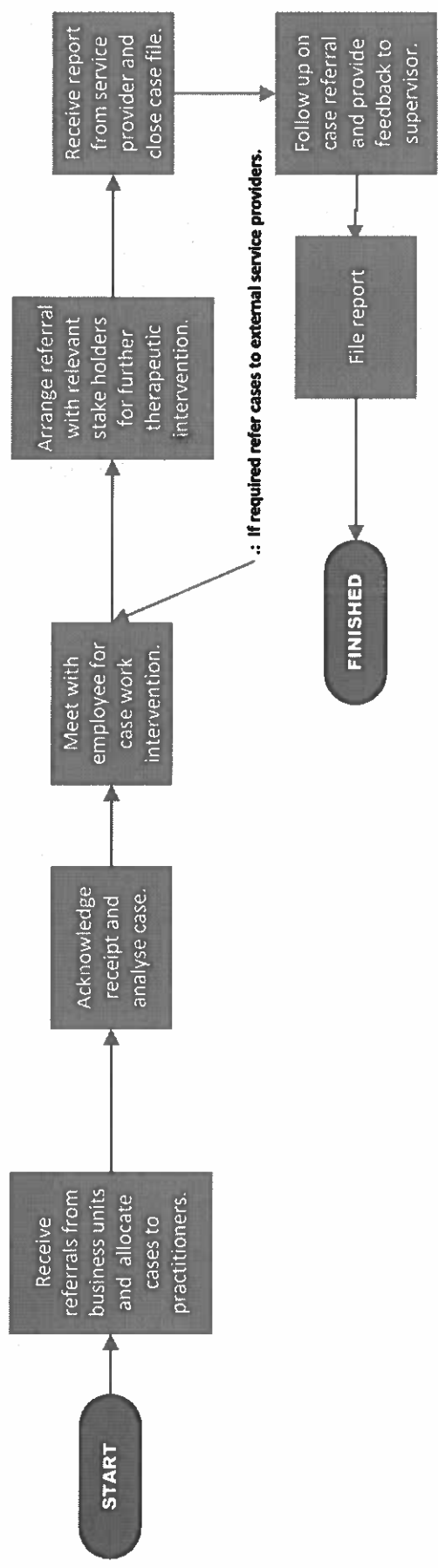**Title: Standard Operating Procedure for Wellness Management**

STEP	ACTIVITY	CONTROL MECHANISM	WHO	TIME	INPUT	OUTPUT
Logical Sequence	Name the activity	Describe the control that govern the execution of the task	Who is responsible for executing task	On average how long task takes	What information is used	What forms of documentation
1.	Issue survey forms for wellness programmes to business units	DPSA Directive Wellness Policy - Systems Monitoring Tool Report -Operational Plan --Integrated EH&W Report -Thandile Health Risk Management	Deputy Director: Health and Wellness	870 mins	Operational Plan	Survey forms
2.	Receive and consolidate survey forms	DPSA Directive Wellness Policy - Systems Monitoring Tool Report -Operational Plan --Integrated EH&W Report -Thandile Health Risk Management	Deputy Director: Health and Wellness	2175 mins	Survey forms	Consolidated survey forms
3.	Compile management plan	DPSA Directive Wellness Policy - Systems Monitoring Tool Report	Deputy Director: Health and Wellness	870 mins	Consolidated survey forms	Management Plan
4.	Submit Management plan to Head of Department for signature	DPSA Directive Wellness Policy - Systems Monitoring Tool - Operational Plan	Director	435 mins	Management Plan	Approved Management Plan
5.	Submit Management Plan to OTP and DPSA	DPSA Directive Wellness Policy Systems Monitoring Tool	Director	435 mins	Approved Management Plan	Submitted Management Plan

STEP	ACTIVITY	CONTROL MECHANISM	WHO	TIME	INPUT	OUTPUT
Logical Sequence	*Name the activity*	*Describe the control that govern the execution of the task*	*Who is responsible for executing task*	*On average how long task takes*	*What information is used*	*What forms of documentation*
6.	Receive acknowledgement letter from OTP and DPSA and file	DPSA Directive Wellness Policy	Deputy Director: Health and Wellness	10 mins	Submitted Management Plan	Filed letter from OTP and DPSA
7.	Liaise with service providers and arrange, time and venues for each programme	DPSA Directive Wellness Policy - Systems Monitoring Tool Report -Approved Operational Plan	Deputy Director: Health and Wellness	870 mins	Management Plan	Confirmed Schedule of programme
8.	Prepare and forward Invitations to respective business units	DPSA Directive Wellness Policy - Systems Monitoring Tool Report -Approved Operational Plan	Deputy Director: Health and Wellness	435 mins	Confirmed Schedule of programme	Invitation letters ~ Display Posters, Pamphlets and use Intranet
9.	Facilitate workshops and conduct screenings	DPSA Directive Wellness Policy - Systems Monitoring Tool Report -Approved Operational Plan	Deputy Director: Health and Wellness	2175 mins	Invitation letters	Attendance registers and evaluation forms
10.	Monitor the implementation of programmes	DPSA Directive Wellness Policy - Systems Monitoring Tool Report -Approved Operational Plan	Deputy Director: Health and Wellness	435 mins	Attendance registers and evaluation forms	Quarterly and Monthly report
11.	Schedule and facilitate meetings with Service Providers	DPSA Directive Wellness Policy - Systems Monitoring Tool Report -Approved Operational Plan	Deputy Director: Health and Wellness	435 mins	Quarterly and Monthly report	Received reports on implemented programmes
TOTAL NUMBER OF DAYS				**9145mins = 21 days**		

BUSINESS PROCESS MAPPING FOR FOR PROMOTING HEALTH AND WELLNESS OF ALL EMPLOYEES THROUGH FORMAL REFERRALS

SUB DIRECTORATE: EMPLOYEE ASSISTANT PROGRAMME

START

→ Receive referrals from business units and allocate cases to practitioners.

→ Acknowledge receipt and analyse case.

→ Meet with employee for case work intervention.

→ Arrange referral with relevant stake holders for further therapeutic intervention.

→ Receive report from service provider and close case file.

.: If required refer cases to external service providers.

→ Follow up on case referral and provide feedback to supervisor.

→ File report

→ FINISHED

DIRECTORATE: HUMAN RESOURCE CAPACITY DEVELOPMENT
Sub- Directorate: Employee Assistance Programme

Title: Standard Operating Procedure for Promoting health and wellness of all employees through Formal Referrals

STEP	ACTIVITY	CONTROL MECHANISM	WHO	TIME	INPUT	OUTPUT
Logical Sequence	Name the activity	Describe the control that govern the execution of the task	Who is responsible for executing task	On average how long task takes	What information is used	What forms of documentation
1.	Receive referrals from business units and allocate cases to practitioners.	HRD Strategy EHW Policy	Deputy Director Assistant Director	30 mins	Referral form	Written referral to practitioner
2.	Acknowledge receipt and analyse case.	HRD Strategy EHW Policy	EHW Practitioner	60 mins	Written referral tp practitioner	Report of analysis
3.	Meet with employee for case work intervention.	HRD Strategy EHW Policy	EHW Practitioner	120 mins	Report of analysis	Intervention Report (case profile)
	N.B.: If required refer cases to external service providers.					
4.	Arrange referral with relevant stake holders for further therapeutic intervention.	HRD Strategy EHW Policy	EHW Practitioner	60 mins	Referral form	Case referred to relevant service provider (Referral report)
5.	Receive report from service provider and close case file.	HRD Strategy EHW Policy	EHW Practitioner	30mins	Case referred to relevant service provider (Referral report)	Finalised report
6.	Follow up on case referral and provide feedback to supervisor.	HRD Strategy EHW Policy	EHW Practitioner	435 mins	Intervention report (case profile)	Feedback report

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STEP	ACTIVITY	CONTROL MECHANISM	WHO	TIME	INPUT	OUTPUT
Logical Sequence	Name the activity	Describe the control that govern the execution of the task	Who is responsible for executing task	On average how long task takes	What information is used	What forms of documentation
7.	File report.	HRD Strategy EHW Policy	EHW Practitioner	5 mins	Finalised report	Report filed
TOTAL TIME				740 mins = 2 days		

BUSINESS PROCESS MAPPING FOR PROMOTING HEALTH AND WELLNESS OF ALL EMPLOYEES THROUGH SELF-REFERRALS (INFORMAL)
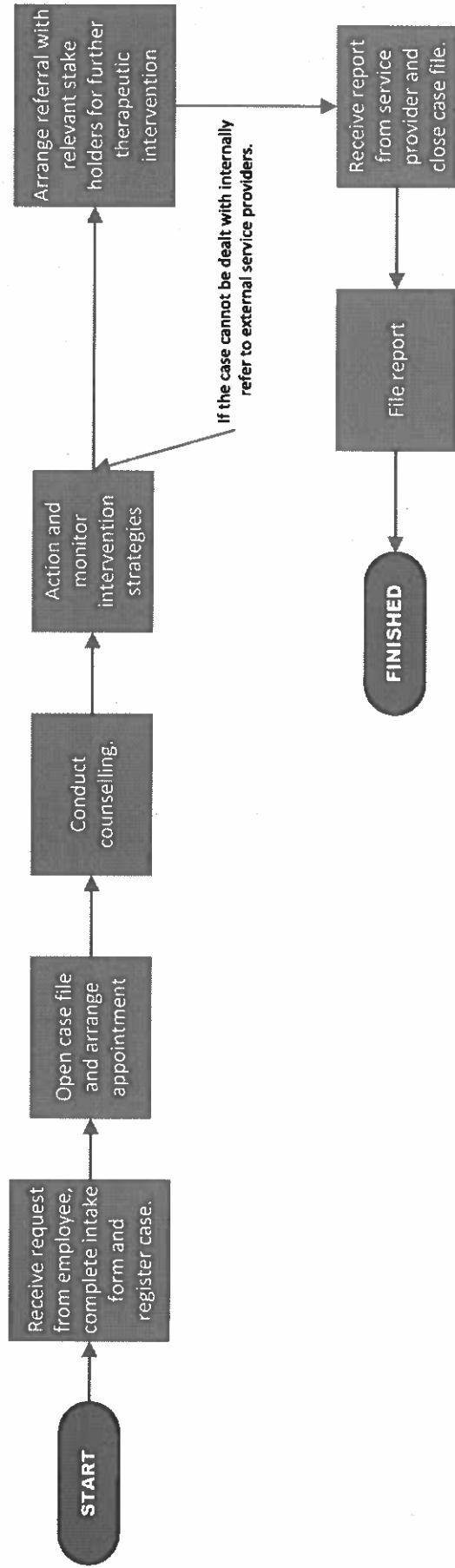
SUB DIRECTORATE: EMPLOYEE ASSISTANT PROGRAMME

START

→ Receive request from employee, complete intake form and register case.

→ Open case file and arrange appointment

→ Conduct counselling.

→ Action and monitor intervention strategies

→ Arrange referral with relevant stake holders for further therapeutic intervention

If the case cannot be dealt with internally refer to external service providers.

→ Receive report from service provider and close case file.
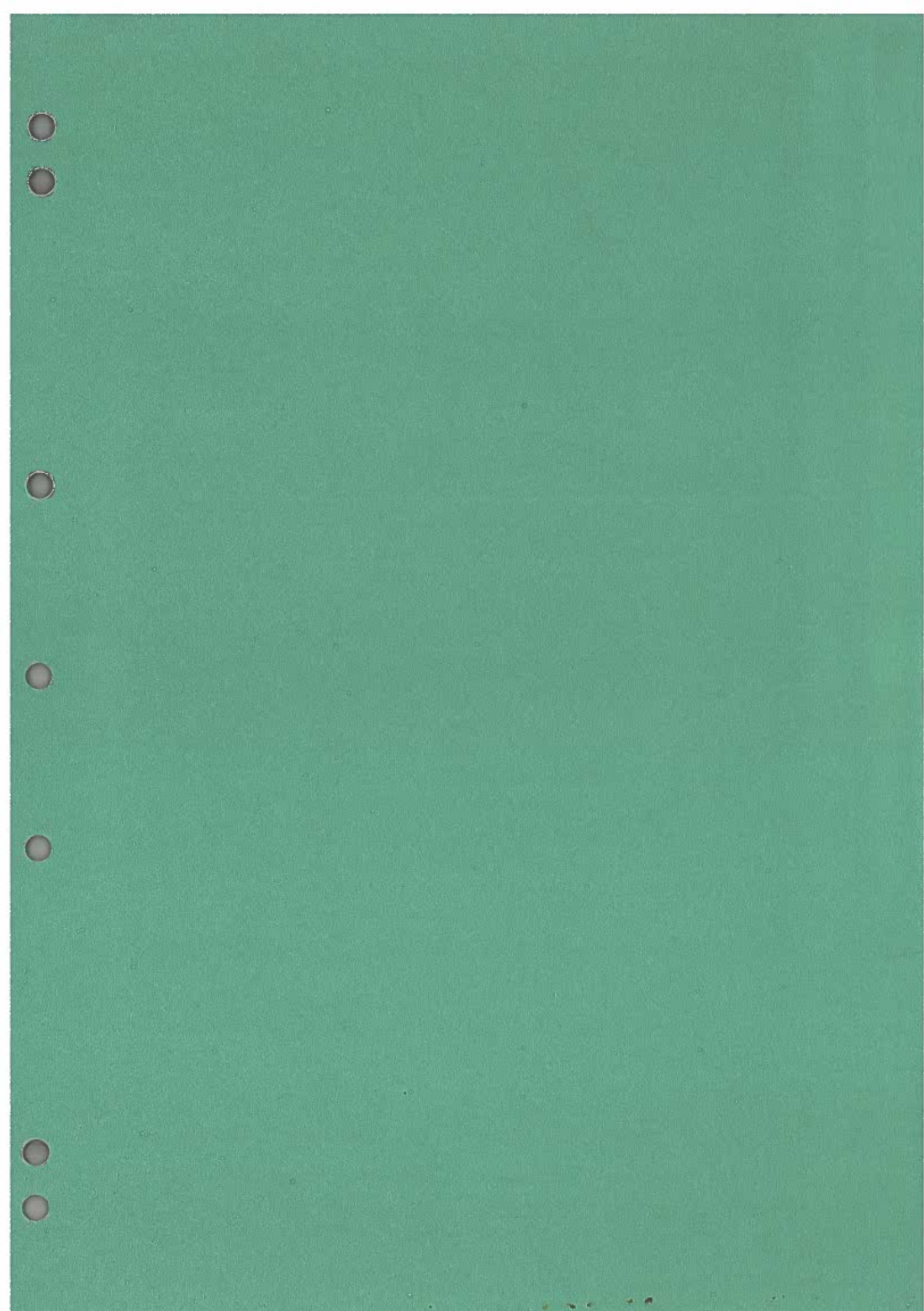
→ File report

→ FINISHED

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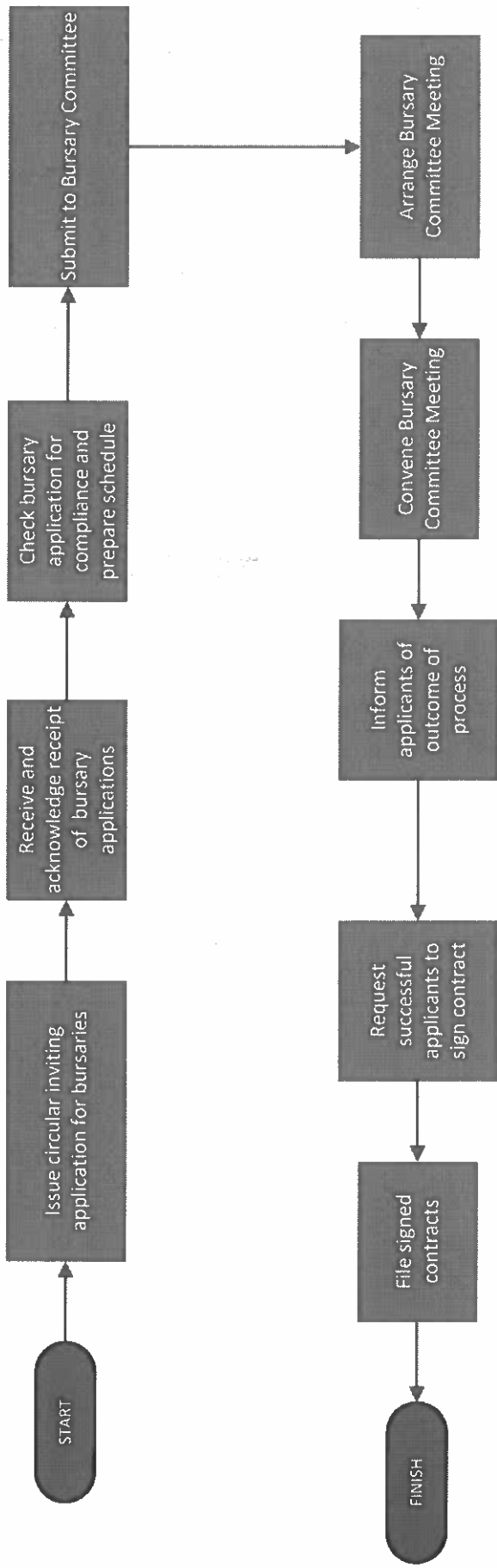Education
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DIRECTORATE: HUMAN RESOURCE CAPACITY DEVELOPMENT
Sub- Directorate: Employee Assistance Programme

Title: Standard Operating Procedure for Promoting health and wellness of all employees through Self-Referrals (Informal)

STEP	ACTIVITY	CONTROL MECHANISM	WHO	TIME	INPUT	OUTPUT
Logical Sequence	*Name the activity*	*Describe the control that govern the execution of the task*	*Who is responsible for executing task*	*On average how long task takes*	*What information is used*	*What forms of documentation*
1.	Receive request from employee, complete intake form and register case.	HRD Strategy EHW Policy	Assistant Director EHW Practitioner	30 mins	Intake form EHW Register	Case registered
2.	Open case file and arrange appointment.	HRD Strategy EHW Policy	Assistant Director EHW Practitioner	30 mins	Case registered	File opened
3.	Conduct counselling.	HRD Strategy EHW Policy	EHW Practitioner	120 mins	File opened	Intervention report
4.	Action and monitor intervention strategies	HRD Strategy EHW Policy	EHW Practitioner	60 mins	Intervention report	Implemented intervention strategies
	N.B.: If the case cannot be dealt with internally refer to external service providers.					
5.	Arrange referral with relevant stake holders for further therapeutic intervention.	HRD Strategy EHW Policy	EHW Practitioner	60 mins	Referral form	Case referred to relevant service provider (Referral report)
6.	Receive report from service provider and close case file.	HRD Strategy EHW Policy	EHW Practitioner	30mins	Case referred to relevant service provider (Referral report)	Finalised report
7.	File report	HRD Strategy EHW Policy	Assistant Director	5 mins	Finalised report	Report filed
TOTAL TIME				**335 mins = 1 day**		

BUSINESS PROCESS MAPPING FOR BURSARY ADMINISTRATION OF PUBLIC SERVICE EMPLOYEES

SUB-DIRECTORATE: BURSARY ADMINISTRATION

START → Issue circular inviting application for bursaries → Receive and acknowledge receipt of bursary applications → Check bursary application for compliance and prepare schedule → Submit to Bursary Committee

Submit to Bursary Committee → Arrange Bursary Committee Meeting → Convene Bursary Committee Meeting → Inform applicants of outcome of process → Request successful applicants to sign contract → File signed contracts → FINISH

DIRECTORATE: HUMAN RESOURCE CAPACITY DEVELOPMENT
Sub – Directorate: Bursary Administration

Title: Bursary Administration for Public Service employees

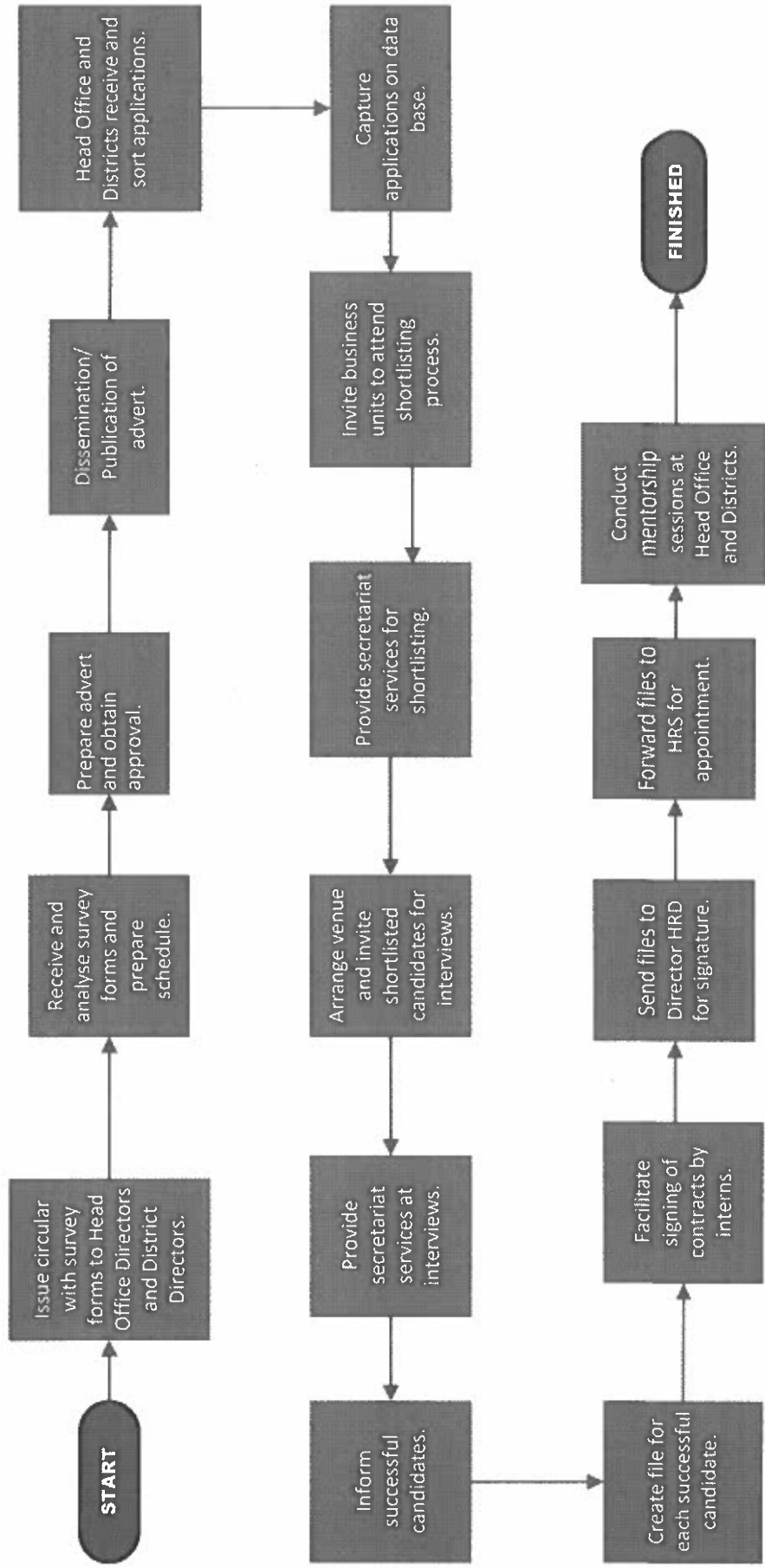| STEP	ACTIVITY	CONTROL MECHANISM	WHO	TIME	INPUT	OUTPUT
Logical Sequence	*Name the activity*	*Describe the control that govern the execution of the task*	*Who is responsible for executing task*	*On average how long task takes*	*What information is used*	*What forms of documentation*
1.	Issue circular inviting application for bursaries	Skills Development Act, 97 of 1998. HRD Bursary Policy	Director Deputy Director: HRD	60 mins	Workplace Skills Plan	Circular
2.	Receive and acknowledge receipt of bursary applications	Skills Development Act, 97 of 1998. HRD Bursary Policy	Deputy Director: HRD	20 mins	Circular	Acknowledgement of receipt of application form
3.	Check bursary application for compliance and prepare schedule	Skills Development Act, 97 of 1998. HRD Bursary Policy	Assistant Director: Bursary Administration HR Officer (Supervisor)	2175 mins	Acknowledgement of receipt of application form	Schedule of Applicants
4.	Submit to Bursary Committee	Skills Development Act, 97 of 1998. HRD Bursary Policy	Assistant Director: Bursary Administration HR Officer (Supervisor)	60 mins	Schedule of Applicants	Submitted applications
5.	Arrange Bursary Committee Meeting	Skills Development Act, 97 of 1998. HRD Bursary Policy	Assistant Director: Bursary Administration HR Officer (Supervisor)	60 mins	Submitted applications	Invitation to meeting
6.	Convene Bursary Committee Meeting	Skills Development Act, 97 of 1998. HRD Bursary Policy	Assistant Director: Bursary Administration HR Officer (Supervisor)	435 mins	Invitation to meeting	Approved applications
7.	Inform applicants of outcome of process	Skills Development Act, 97 of 1998. HRD Bursary Policy	Deputy Director: HRD	2175 mins	Approved applications	Letter informing candidate of outcome of process

STEP	ACTIVITY	CONTROL MECHANISM	WHO	TIME	INPUT	OUTPUT
Logical Sequence	Name the activity	Describe the control that govern the execution of the task	Who is responsible for executing task	On average how long task takes	What information is used	What forms of documentation
8.	Request successful applicants to sign contract	Skills Development Act, 97 of 1998. HRD Bursary Policy	Deputy Director: HRD	2175 mins	Letter informing candidate of outcome of process	Signed contracts
9.	File signed contracts	Skills Development Act, 97 of 1998. HRD Bursary Policy	Deputy Director: HRD	60 mins	Signed contracts	File contracts
TOTAL TIME				7220 mins = 17 days		

BUSINESS PROCESS MAPPING FOR FOR INTERNSHIP ADMINISTRATION

SUB-DIRECTORATE: BURSARY ADMINISTRATION

START → Issue circular with survey forms to Head Office Directors and District Directors. → Receive and analyse survey forms and prepare schedule. → Prepare advert and obtain approval. → Dissemination/Publication of advert. → Head Office and Districts receive and sort applications. → Capture applications on data base. → Invite business units to attend shortlisting process. → Provide secretariat services for shortlisting. → Arrange venue and invite shortlisted candidates for interviews. → Provide secretariat services at interviews. → Inform successful candidates. → Create file for each successful candidate. → Facilitate signing of contracts by interns. → Send files to Director HRD for signature. → Forward files to HRS for appointment. → Conduct mentorship sessions at Head Office and Districts. → **FINISHED**

DIRECTORATE: HUMAN RESOURCE SUPPORT SERVICES
Sub-Directorate: Bursary Administration

Title: Standard Operating Procedure for Internship Administration

STEP	ACTIVITY	CONTROL MECHANISM	WHO	TIME	INPUT	OUTPUT
Logical Seq-uence	Name the activity	Describe the control that govern the execution of the task	Who is responsible for executing task	On average how long task takes	What information is used	What forms of documentation
1.	Issue circular with survey forms to Head Office Directors and District Directors.	Human Resource Development Act Skills Development Act Internship Policy	Deputy Director HR Officer (Production)	435 mins	List of Head Office and District office Directors	Circular with Survey forms
2.	Receive and analyse survey forms and prepare schedule.	Human Resource Development Act Skills Development Act Internship Policy	HR Officer (Production)	870 mins	Circular with survey forms	Schedule of interns required
3.	Prepare advert and obtain approval.	Human Resource Development Act Skills Development Act Internship Policy	Director Deputy Director Assistant Director HR Officer (Production)	435 mins	Schedule of interns required	Approved Advert
4.	Dissemination/ Publication of advert.	Human Resource Development Act Skills Development Act Internship Policy	HR Officer (Production)	30 mins	Approved advert	Publication of advert
5.	Head Office and Districts receive and sort applications.	Human Resource Development Act Skills Development Act Internship Policy	HR Officer (Production) – Head Office & Districts	2175 mins	Publication of advert	Receipt of Z83 Application forms
6.	Capture applications on data base.	Human Resource Development Act Skills Development Act Internship Policy	HR Officer (Production) – Head Office & Districts	2175 mins	Z83 Application forms	Applications captured on data base

STEP	ACTIVITY	CONTROL MECHANISM	WHO	TIME	INPUT	OUTPUT
Logical Seq-uence	Name the activity	Describe the control that govern the execution of the task	Who is responsible for executing task	On average how long task takes	What information is used	What forms of documentation
7.	Invite business units to attend shortlisting process.	Human Resource Development Act Skills Development Act Internship Policy	HR Officer (Production) – Head Office and Districts	435 mins	Applications captured on data base	Invitation for shortlisting
8.	Provide secretariat services for shortlisting.	Human Resource Development Act Skills Development Act Internship Policy	HR Officer (Production) – Head Office & Districts	435 mins	Invitation for shortlisting	Candidate shortlisted
9.	Arrange venue and invite shortlisted candidates for interviews.	Human Resource Development Act Skills Development Act Internship Policy	HR Officer (Production) – Head Office & Districts	435 mins	Shortlisted candidates	Invitation for interviews
10.	Provide secretariat services at interviews.	Human Resource Development Act Skills Development Act Internship Policy	HR Officer (Production) – Head Office & Districts	2175 mins	Invitation for interviews	Minutes of interviews

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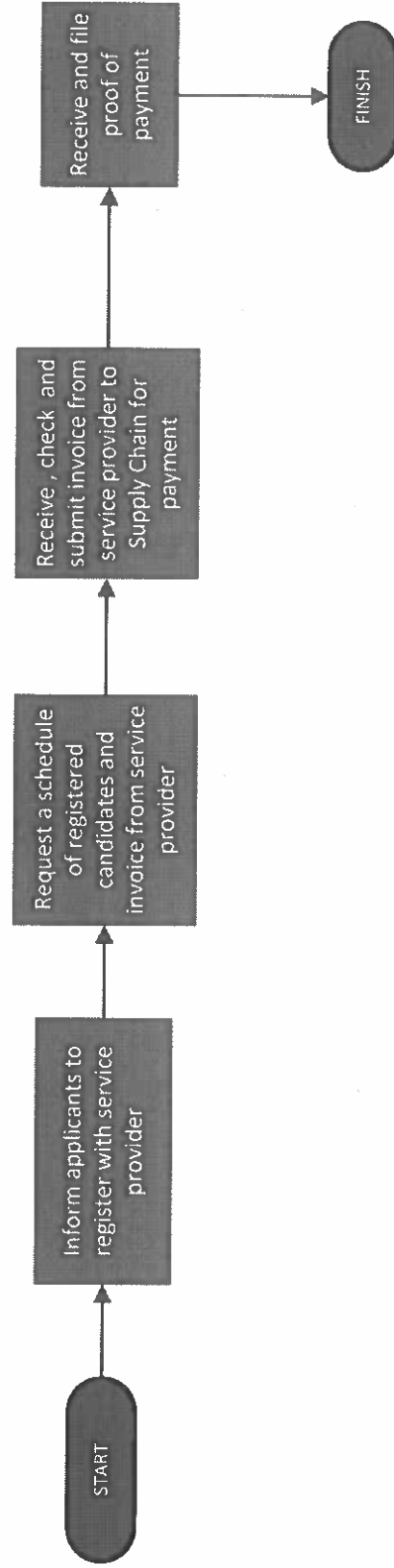| STEP	ACTIVITY	CONTROL MECHANISM	WHO	TIME	INPUT	OUTPUT
Logical Seq-uence	Name the activity	Describe the control that govern the execution of the task	Who is responsible for executing task	On average how long task takes	What information is used	What forms of documentation
11.	Inform successful candidates.	Human Resource Development Act Skills Development Act Internship Policy	HR Officer (Production) – Head Office & Districts	435 mins	Approved submission of nominated candidates	Letter informing successful candidates
12.	Create file for each successful candidate.	Human Resource Development Act Skills Development Act Internship Policy	HR Officer (Production) – Head Office & Districts	435 mins	Letter informing successful candidates	File created
13.	Facilitate signing of contracts by interns.	Human Resource Development Act Skills Development Act Internship Policy	HR Officer (Production) – Head Office & Districts	435 mins	File created	Signed contract
14.	Send files to Director HRD for signature.	Human Resource Development Act Skills Development Act Internship Policy	Director: HRCD	435 mins	Signed contract	Approval of internship

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STEP	ACTIVITY	CONTROL MECHANISM	WHO	TIME	INPUT	OUTPUT
Logical Seq-uence	Name the activity	Describe the control that govern the execution of the task	Who is responsible for executing task	On average how long task takes	What information is used	What forms of documentation
15.	Forward files to HRS for appointment.	Human Resource Development Act Skills Development Act Internship Policy	HR Officer (Production) – Head Office & Districts	435 mins	Approval of internship	Appointment of interns
16.	Conduct mentorship sessions at Head Office and Districts.	Human Resource Development Act Skills Development Act Internship Policy	HR Officer (Production) – Head Office & Districts	2175 mins	Appointment of interns	Facilitation of mentorship sessions
TOTAL TIME				14385 mins = 33 Days		

BUSINESS PROCESS MAPPING FOR PAYMENT OF SERVICE PROVIDERS FOR BURSARY RECIPIENTS

SUB-DIRECTORATE: BURSARY ADMINISTRATION

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START
  │
  ▼
Inform applicants to
register with service
provider
  │
  ▼
Request a schedule
of registered
candidates and
invoice from service
provider
  │
  ▼
Receive, check and
submit invoice from
service provider to
Supply Chain for
payment
  │
  ▼
Receive and file
proof of
payment
  │
  ▼
FINISH
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DIRECTORATE: HUMAN RESOURCE DEVELOPMENT
Sub – Directorate: Bursary Administration
Title: Payment of Service Providers for Bursary Recipients

STEP	ACTIVITY	CONTROL MECHANISM	WHO	TIME	INPUT	OUTPUT
Logical Sequence	Name the activity	Describe the control that govern the execution of the task	Who is responsible for executing task	On average how long task takes	What information is used	What forms of documentation
1.	Inform applicants to register with service provider	Skills Development Act, 97 of 1998. HRD Bursary Policy PFMA and Treasury Regulations	Assistant Director: HRD	60 mins	Schedule of applications and invoice	Letter of registration
2.	Request a schedule of registered candidates and invoice from service provider	Skills Development Act, 97 of 1998. HRD Bursary Policy PFMA and Treasury Regulations	Assistant Director: HRD	435 min	Letter of registration	Schedule of registered candidates together with invoice
3.	Receive , check and submit invoice from service provider to Supply Chain for payment	Skills Development Act, 97 of 1998. HRD Bursary Policy PFMA and Treasury Regulations	Assistant Director: HRD	60 mins	Schedule of registered candidates together with invoice	Submitted invoice for payment
4.	Receive and file proof of payment.	Skills Development Act, 97 of 1998. HRD Bursary Policy Registry Prescripts	Assistant Director: HRD	5 min	Submitted invoice for payment	Filed document,
TOTAL TIME				560 min = 2 Days		
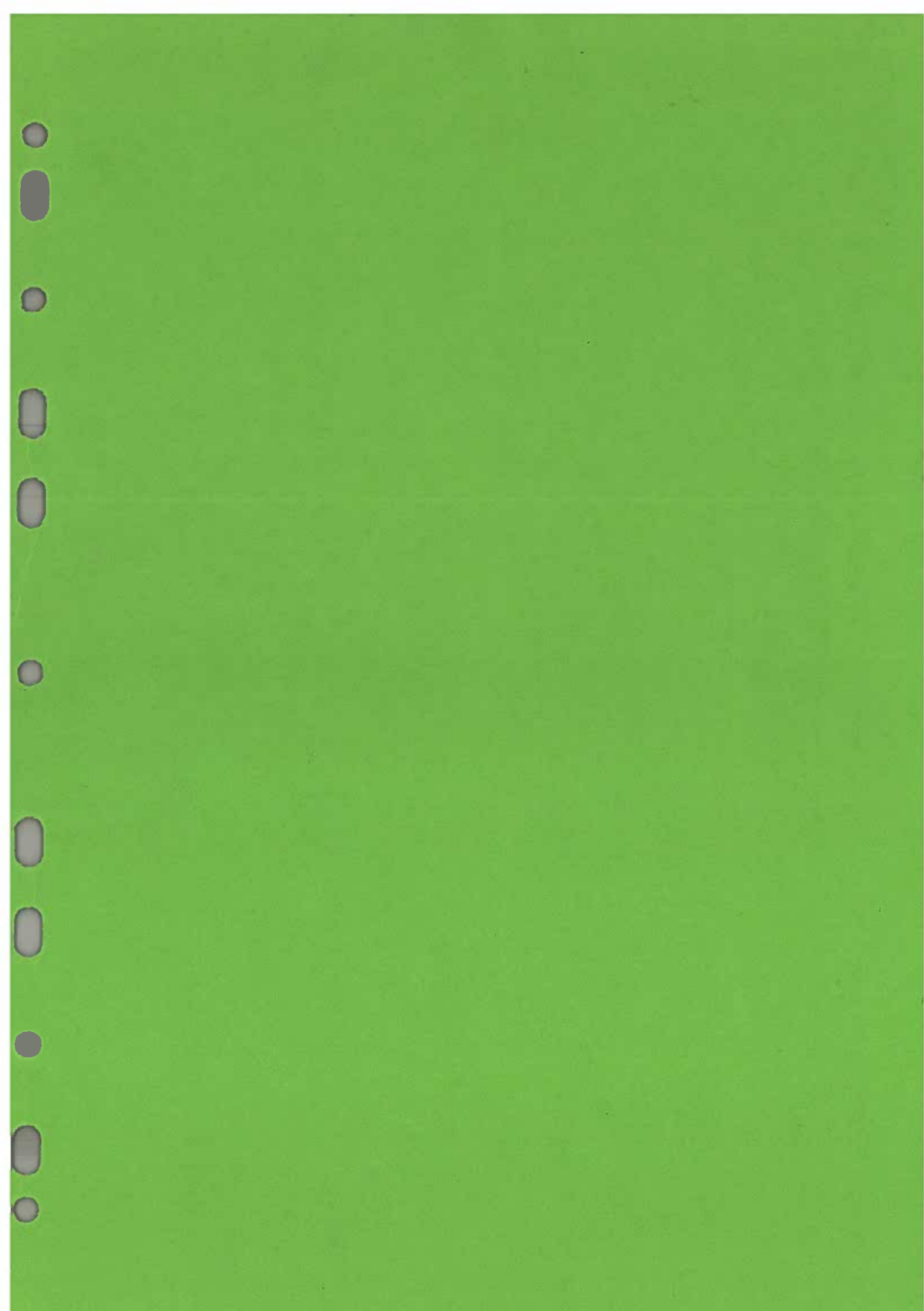
BUSINESS PROCESS MAPPING FOR FOR INDUCTION PROGRAMME -PUBLIC SERVICE ACT EMPLOYEES (NEW APPOINTEES)
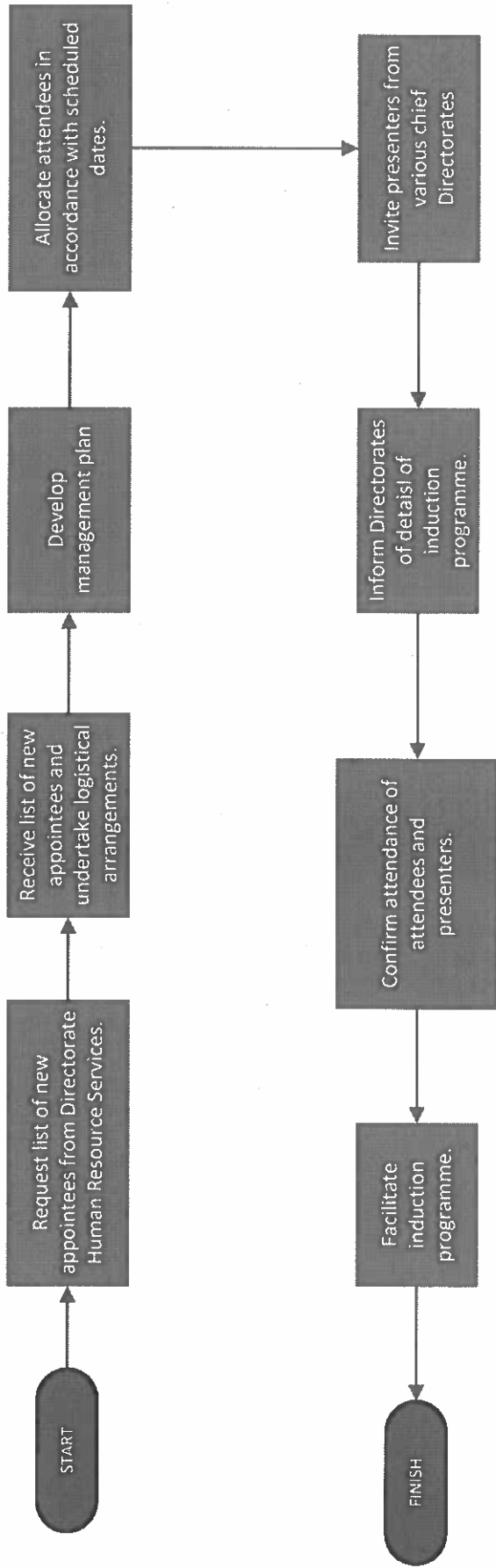
SUB-DIRECTORATE: TRAINING

START → Request list of new appointees from Directorate Human Resource Services. → Receive list of new appointees and undertake logistical arrangements. → Develop management plan → Allocate attendees in accordance with scheduled dates. → Invite presenters from various chief Directorates → Inform Directorates of detaisl of induction programme. → Confirm attendance of attendees and presenters. → Facilitate induction programme. → FINISH

DIRECTORATE: HUMAN RESOURCE CAPACITY DEVELOPMENT
Sub- Directorate: Training

Title: Standard Operating Procedures for Induction Programme -Public Service Act Employees (New Appointees)

STEP	ACTIVITY	CONTROL MECHANISM	WHO	TIME	INPUT	OUTPUT
Logical Sequence	Name the activity	Describe the control that govern the execution of the task	Who is responsible for executing task	On average how long task takes	What information is used	What forms of documentation
1.	Request list of new appointees from Directorate Human Resource Services.	Public Service Act Skills Development Act	Deputy Director: HRCD Deputy Director: HR	435 mins	Memorandum requesting schedule of new appointees	List of new appointees
2.	Receive list of new appointees and undertake logistical arrangements.	Public Service Act Skills Development Act	Deputy Director Assistant Director ETD practitioners	30 mins	List of new appointees	Finalised logistical arrangements
3.	Develop management plan	Public Service Act Skills Development Act	Deputy Director Assistant Director ETD practitioners	60 mins	Finalised logistical arrangements	Approved Management plan
4.	Allocate attendees in accordance with scheduled dates.	Public Service Act Skills Development Act	Assistant Director ETD practitioners	60 mins	Approved Management plan	Approved list of new appointees
5	Invite presenters from various chief Directorates	Public Service Act Skills Development Act	ETD practitioners, Presenters from various Directorates	60 min	Approved list of new appointees	invitation for induction
6.	Inform Directorates of detaisl of induction programme.	Public Service Act Skills Development Act	Director: HRCD Deputy Director	60 mins	List of Directorates	Notice of induction programme
7.	Confirm attendance of attendees and presenters.	Public Service Act Skills Development Act	ETD practitioners	60 min	Notice of induction programme	Confirmation schedule of presenters and attendees
8.	Facilitate induction programme.	Public Service Act Skills Development Act	Director: HRCD Deputy Director	480 min	Induction Programme	Induction of new appointees
TOTAL TIME				1245 mins =3 days		

BUSINESS PROCESS MAPPING FOR INDUCTION PROGRAMME – INTERNSHIP
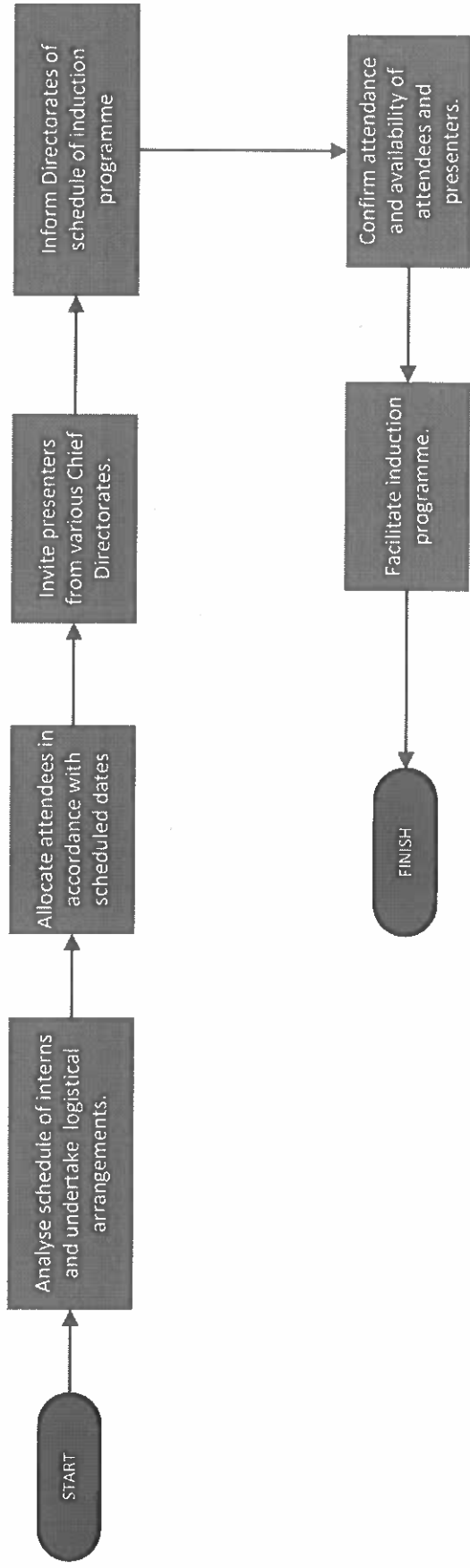
SUB-DIRECTORATE: TRAINING

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START
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  ▼
Analyse schedule of interns
and undertake logistical
arrangements.
  │
  ▼
Allocate attendees in
accordance with
scheduled dates
  │
  ▼
Invite presenters
from various Chief
Directorates.
  │
  ▼
Inform Directorates of
schedule of induction
programme
  │
  ▼
Confirm attendance
and availability of
attendees and
presenters.
  │
  ▼
Facilitate induction
programme.
  │
  ▼
FINISH
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DIRECTORATE: HUMAN RESOURCE CAPACITY DEVELOPMENT
Sub- Directorate: Training

Title: Standard Operating Procedure for Induction Programme – Internship

STEP	ACTIVITY	CONTROL MECHANISM	WHO	TIME	INPUT	OUTPUT
Logical Sequence	Name the activity	Describe the control that govern the execution of the task	Who is responsible for executing task	On average how long task takes	What information is used	What forms of documentation
1.	Analyse schedule of interns and undertake logistical arrangements.	Skills Development Act Internship Policy	Deputy Director Assistant Director ETD Practitioner	435 mins	List of Interns	Approved management plan
2.	Allocate attendees in accordance with scheduled dates.	Skills Development Act Internship Policy	Assistant Director EDT Practitioner	435 mins	Approved management plan	Approved list of interns per session
3.	Invite presenters from various Chief Directorates.	Skills Development Act Internship Policy	Director: HRCD Deputy Director	435 mins	Induction programme	Schedule of presenters
4.	Inform Directorates of schedule of induction programme	Skills Development Act Internship Policy	Director: HRCD Deputy Director	60 mins	List of Heads of Directorates	Notice of induction programme
5.	Confirm attendance and availability of attendees and presenters.	Skills Development Act Internship Policy	EDT Practitioner	435 mins	Invitation for induction	Confirmation schedule of presenters and attendees
6.	Facilitate induction programme.	Skills Development Act Internship Policy	Deputy Director	2175 mins	Induction Programme	New employees inducted
TOTAL TIME				3975 mins = 9 days		