

# FREE STATE PROVINCE



## DEPARTMENT OF EDUCATION

### SERVICE DELIVERY IMPROVEMENT PLAN FOR 2007/2008 FINANCIAL YEAR

**VISION:** To be a Department that improves the quality of life of all Free State citizens by providing quality life-long education and training.

**MISSION:** To operate an efficient, effective outcomes-based education system that works towards the overall development of Free State citizens in a dedicated professional manner.

#### SERVICE 1

*Function?*  
*Project?*  
*RI*

*improve?*

KEY SERVICE TO BE IMPROVED	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
Improve communication with <del>secondary schools</del> on matters relating to their examinations	<ul style="list-style-type: none"> <li>School management teams</li> <li>Educators</li> <li>learners</li> </ul>	<b>Quantity:</b> 325 secondary schools.		<b>Quantity:</b> 325 secondary schools	
		<b>Quality:</b>	One standard letter sent to all secondary schools to lament and congratulate them on their examination results	<b>Quality:</b>	Each secondary school to receive an individual letter signed by the SG with the content based on the school's examination performance
		<ul style="list-style-type: none"> <li>Consultation</li> </ul>	All secondary schools are consulted each quarter of the academic year.	<ul style="list-style-type: none"> <li>Consultation</li> </ul>	All secondary schools will be consulted each quarter of the academic year SMS members will be consulted monthly
		<ul style="list-style-type: none"> <li>Access</li> </ul>	The principal of the school is the only person who has access to the Memo and will distribute it on his/her discretion.	<ul style="list-style-type: none"> <li>Access</li> </ul>	The letter's contents will be for the attention of every member of the school community and thus all will have access to it

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		<ul style="list-style-type: none"> <li>Courtesy</li> </ul>	Depends on the discretion of the school principal	<ul style="list-style-type: none"> <li>Courtesy</li> </ul>	The principals must be encouraged to discuss the content of the letters with educators, learners and parents. Their inputs and suggestions will be acknowledged.
		<ul style="list-style-type: none"> <li>Open &amp; Trans</li> </ul>	Depends on the discretion of the school principal	<ul style="list-style-type: none"> <li>Open &amp; Trans</li> </ul>	The principals must be encouraged to discuss the content of the letters with educators and learners.
		<ul style="list-style-type: none"> <li>Information</li> </ul>	Depends on the discretion of the school principal	<ul style="list-style-type: none"> <li>Information</li> </ul>	The principals must be encouraged to discuss the content of the letters with educators and learners.
		<ul style="list-style-type: none"> <li>Redress</li> </ul>	Failing schools were developing improvement plans on their own	<ul style="list-style-type: none"> <li>Redress</li> </ul>	The Executive leadership of the department and a nominated team to assist failing schools through a strategy to improve results and communicate the strategy with parents, learners and educators.
		<ul style="list-style-type: none"> <li>Value for Money</li> </ul>		<ul style="list-style-type: none"> <li>Value for Money</li> </ul>	Parents will get regular feedbacks on what is being done to improve their children's results.
		<b>Time:</b>		<b>Time:</b>	First week of each quarter preceding examinations.
		<b>Cost:</b>	Budget of each district director	<b>Cost:</b>	<ul style="list-style-type: none"> <li>Office of the SG</li> <li>each district director</li> </ul>

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		<b>HR:</b>	<ul style="list-style-type: none"> <li>District Director</li> <li>SMGD's</li> </ul>	<b>HR:</b>	<ul style="list-style-type: none"> <li>SMLC</li> <li>District Director</li> <li>SMGD's</li> </ul>
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SERVICE 2

<b>KEY SERVICE TO BE IMPROVED</b>	<b>SERVICE BENEFICIARY</b>	<b>CURRENT STANDARD</b>		<b>DESIRED STANDARD</b>	
Provide support and monitoring to underperforming and fluctuating schools. <i>G.</i>	SMT Educators Learners Parents	<b>Quantity:</b>	All 325 schools provided support and monitoring by SMGD's and LF's	<b>Quantity:</b>	All 325 schools provided support and monitoring by SMGD's and LF's
		<b>Quality:</b>		<b>Quality:</b>	Appoint District Monitoring and Support Teams (DMST's) to provide special attention support to 36 underperforming and fluctuating schools. <i>G.</i>
		<ul style="list-style-type: none"> <li>Consultation</li> </ul>	Schools are consulted	<ul style="list-style-type: none"> <li>Consultation</li> </ul>	Schools to be consulted through quarterly meetings of the SMT and the DMST <i>G.</i>
		<ul style="list-style-type: none"> <li>Access</li> </ul>	Access was through the SMGD's	<ul style="list-style-type: none"> <li>Access</li> </ul>	Each of the affected schools will have direct access to members of the DMST's. <i>G.</i>

		<ul style="list-style-type: none"> <li>Courtesy</li> </ul>	Depend on the SMGD assign to a school	<ul style="list-style-type: none"> <li>Courtesy</li> </ul>	The DMST will acknowledge inputs and suggestions from parents, learners and educators	AR
		<ul style="list-style-type: none"> <li>Open &amp; Trans</li> </ul>	Ad hoc no structured mechanism in place	<ul style="list-style-type: none"> <li>Open &amp; Trans</li> </ul>	Affected schools to be informed of the role of the DMST's and what is expected of them when visited by the DMST's. Contact details of DMST members to be made available.	G
		<ul style="list-style-type: none"> <li>Information</li> </ul>	Schools informed of the SMGD's and LF's visits	<ul style="list-style-type: none"> <li>Information</li> </ul>	Affected schools to have a full annual programme of the DMST's	G
		<ul style="list-style-type: none"> <li>Redress</li> </ul>	Ad hoc no structured mechanism in place	<ul style="list-style-type: none"> <li>Redress</li> </ul>	Schools to be given regular feedbacks on steps taken to address their problems.	(R)
		<ul style="list-style-type: none"> <li>Value for Money</li> </ul>		<ul style="list-style-type: none"> <li>Value for Money</li> </ul>	Budgeted for by the department	R
		<b>Time:</b>		<b>Time:</b>	End of 2008 academic year	G
		<b>Cost:</b>	Budget of district Directors	<b>Cost:</b>	Budgets of: <ul style="list-style-type: none"> <li>Chief Director: District management</li> <li>District Directors</li> </ul> All DMST's members must put aside funds for DMST activities	R
		<b>HR:</b>	5 District Directors SMGD's LF's (all posts are filled)	<b>HR:</b>	Chief Director: District management District Directors DMST's members (all posts are filled)	G

*Objective of improvement desired.*

SERVICE 3

KEY SERVICE TO BE IMPROVED	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
Eliminate delays in the filling of vacant funded posts.	SMT Educators Learners Parents Unemployed educators	Quantity:	As determined by HR	Quantity:	All funded vacant posts to be filled in 60 days
		Quality:	According to inherent requirements	Quality:	According to inherent requirements
	<i>Departments? Internal Clients</i>	• Consultation	As determined by Heads of Components	• Consultation	In terms of the policy as agreed in the ELRC.
		• Access	The vacancy list of the department to be accessible to every potential applicant	• Access	The vacancy list of the department to be accessible to every potential applicant
		• Courtesy	All applications should be acknowledged in writing	• Courtesy	All applications should be acknowledged in writing
		• Open & Trans	All posts that must be filled to be advertised.	• Open & Trans	All posts that must be filled to be advertised.
		• Information	The availability of vacancy list advertised in major national and local newspapers	• Information	The availability of vacancy list advertised in major national and local newspapers
		• Redress	Normal communication channels	• Redress	Non short listed candidates informed by means of an advertisement in the media.

*G* but is this realistic?

*R*  
+ Access to *R* department  
*R* + SMART.

*G*

*G*

*R* + queries & complaints

		• Value for Money	Not all advertised posts filled	• Value for Money	All advertised posts must be filled
		<b>Time:</b>	4 Months	<b>Time:</b>	2 Months
		<b>Cost:</b>	Per vacancy list	<b>Cost:</b>	Per vacancy list
		<b>HR:</b>	Director HRM District Directors SMGD's School Principals (all posts are filled)	<b>HR:</b>	Director HRM District Directors SMGD's School Principals (all posts are filled)

G  
 Realistic.  
 R  
 G.

I AGREE TO IMPLEMENT THE SERVICE DELIVERY IMPROVEMENT PLAN FOR THE 2007/2008 FINANCIAL YEAR

SERVICE 1

SERVICE 1

SERVICE 1

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LINE MANAGER: \_\_\_\_\_

\_\_\_\_\_  
LINE MANAGER \_\_\_\_\_

\_\_\_\_\_  
LINE MANAGER \_\_\_\_\_

DATE: \_\_\_\_\_

DATE \_\_\_\_\_

DATE \_\_\_\_\_

I APPROVE THE SERVICE DELIVERY IMPROVEMENT PLAN AND CONCOMMITANT FINANCIAL IMPLICATIONS, WHERE APPLICABLE, FOR THE DEPARTMENT OF EDUCATION FOR THE 2007/2008 FINANCIAL YEAR

\_\_\_\_\_  
M.S. RAKOMETSI  
HEAD OF DEPARTMENT

DATE: \_\_\_\_\_

I AGREE WITH THE SERVICE DELIVERY IMPROVEMENT PLAN FOR THE DEPARTMENT OF EDUCATION FOR THE 2007/2008 FINANCIAL YEAR

\_\_\_\_\_  
M.A. TSOPO  
MEMBER OF THE EXECUTIVE COUNCIL: DEPARTMENT OF EDUCATION

DATE: \_\_\_\_\_