



# **Gauteng Department of Education**

## **Service Delivery Improvement Plan (SDIP)**

**2007/8**

# SERVICE DELIVERY IMPROVEMENT PLAN FOR THE GAUTENG DEPARTMENT OF EDUCATION

Period 01 April 2007 to 31 March 2008

## Vision and Mission

Our vision is a smart service delivery of quality public education, which promotes a dynamic citizenship for socio-economic growth and development in Gauteng and South Africa.

We will be at the cutting edge of curriculum delivery and provide access to quality lifelong learning opportunities.

This will be shaped by the principles of transformation, equity, redress and Ubuntu.

| KEY SERVICE  | SERVICE BENEFICIARY | CURRENT STANDARDS |  | DESIRED STANDARDS |   |
|--|---------------------|-------------------|--|-------------------|---|
|  |                     |                   |  |                   |   |
| To provide public ordinary education from Grades 1 to 12 in accordance with the South African Schools Act. | Public              | Quantity          | 1866 (all schools)   | Quantity          |   |
|  |                     | Quality           | Increase in learner performance.   | Quality           | Efficiency in education delivery and quality assurance.   |
|  |                     | Consultation      | Meetings are held on monthly, quarterly and annually. MEC and HOD's road shows and Imbizo's per district. Maximum utilization of the General Education and Training Councils which is constituted by a range of stakeholders. Regular meetings with Social partners. | Consultation      | Feedback from stakeholders on monthly, quarterly and annual meetings.   |
|  |                     | Access            | Beneficiaries have access to services as per constitutional imperatives, and that is inclusive of provision of scholar transport, school nutrition programme, and LTSM to all deserving learners.  | Access            | Increase learner access as per education legislation through the universalisation of ECD, no fee schools, scholar transport, and provision of nutrition programmes to all deserving learners including learners in Secondary Schools. |

| KEY SERVICE | SERVICE BENEFICIARY | CURRENT STANDARDS       |   | DESIRED STANDARDS       |   |
|-------------|---------------------|-------------------------|---|-------------------------|---|
|             | Public              | Courtesy                | Officials provide services to all clients with courtesy and respect.  | Courtesy                | All officials are required to conduct themselves with dignity and professionalism.  |
|             |                     | Openness & Transparency | Services are provided in an open and transparent manner as per current legislation, such as PFMA and Chain Supply Management.   | Openness & Transparency | Continuously ensuring that all services are provided within the existing legislative framework.                                   |
|             |                     | Information             | Beneficiaries have access to services and information as and when required.   | Information             | Regular update of information on the website to enable stakeholders to be offey with developments in education.                   |
|             |                     | Redress                 | Increase learner access through exempting deserving learners from the payment of school fees, increasing the resource allocation of formerly disadvantaged schools, provision of scholar transport and schools nutrition programmes and rolling out of QUIDS UP Programme | Redress                 | All schools in previously disadvantaged areas have required resources and infrastructure to deliver quality education.            |
|             |                     | Value for money         | The Officials have the responsibility to ensure that the allocated resources are utilized efficiently and effectively.  | Value for money         | All institutions with the department utilize allocated resources efficiently and effectively as per the requirements of the PFMA. |
|             |                     | Time                    | 2007/8  |                         |   |
|             |                     | Cost                    |   | <b>R9 761 527</b>       | <b>R11 588 847</b>  |
|             |                     | Human Resources         |   | <b>R41 369</b>          | <b>R41 400</b>  |

| KEY SERVICE   | SERVICE BENEFICIARY | CURRENT STANDARDS       |  | DESIRED STANDARDS       |   |
|---|---------------------|-------------------------|--|-------------------------|---|
| <p><b>To provide Further Education and Training (FET) colleges in accordance with the Further Education and Training Act.</b></p> |                     | Quantity                | 8 Colleges   | Quantity                | 8 Colleges  |
|   |                     | Quality                 | The department continues to support the transformation and reorganization of Technical Colleges into FETI's, schools and centres in preparation for the implementation of the FET Act 98 of 1998             | Quality                 | To ensure that all learners have access to quality programmes offered by the FETI's.                                    |
|   |                     | Consultation            | To establish and consolidate partnerships with business, external agencies and other government departments. The department established a sub-directorate specifically to look into developing partnerships. | Consultation            | Constantly engage stakeholders particularly business and other relevant agencies in the transformation of the colleges. |
|   |                     | Access                  | Beneficiaries have access to bursaries and quality programmes offered by the FETI's.   | Access                  | Increase student access to quality programmes.  |
|   |                     | Courtesy                | Officials provide services to all clients with courtesy and respect.   | Courtesy                | All officials are required to conduct themselves with dignity and professionalism.                                      |
|   |                     | Openness & Transparency | Services are provided in an open and transparent manner as per current legislation, such as PFMA and Chain Supply Management.  | Openness & Transparency | Continuously ensuring that all services are provided within the existing legislative framework.                         |
|   |                     | Information             | Beneficiaries have access to services and information as and when required.  | Information             | Regular update of information on the website to expose and inform stakeholders about developments in the department.    |

| KEY SERVICE | SERVICE BENEFICARY | CURRENT STANDARDS |  | DESIRED STANDARDS |  |
|-------------|--------------------|-------------------|--|-------------------|--|
|             |                    | Redress           | To revitalize recapitalization process for FET colleges.   | Redress           | The completion of the revitalization process for all the FET colleges.   |
|             |                    | Value for money   | To ensure quality assurance and assessment in institutions according to FET policy and GENFETQA. | Value for money   | All institutions within the ambit of the department maximally utilize allocated resources efficiently and effectively as per the requirements of the PFMA. |
|             |                    | Time              | 2007/8   |                   |  |
|             |                    | <b>Cost</b>       |  |                   |  |
|             |                    | Human Resource    |  |                   |  |

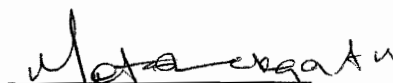
| KEY SERVICE | SERVICE BENEFICIARY | CURRENT STANDARDS   |  | DESIRED STANDARDS       |   |
|-------------|---------------------|---|--|-------------------------|---|
|             |                     | To provide Adult Basic Education and Training (ABET) in accordance with the Adult Basic Education and Training Act. | Learners in the ABET centres   | Quantity                | 49 ABET centres   |
|             |                     | Quality   | The department during 2007 will continue its efforts to improve the performance and efficiency of ABET programmes. The department has begun a process of undertaking a quality improvement programme to ensure reduced drop-out rates, increased follow-through and improved performance at the ABET Level 4 exams | Quality                 | Provision of efficient ABET programmes.   |
|             |                     | Consultation  | Meetings are held on monthly, quarterly and annually. MEC and HOD's road shows and Imbizo's per district.  | Consultation            | More adult learners are actively involved and engaging on issues relating to ABET.                              |
|             |                     | Access  | The department will introduce more vocationally-based programmes to ensure increased access to meaningful programmes by increasing programmes at FET colleges and existing ABET centres.   | Access                  | Increased access to quality and meaningful programmes.  |
|             |                     | Courtesy  | Officials provide services to clients with courtesy and respect.   | Courtesy                | All officials conducting themselves with dignity and professionalism.   |
|             |                     | Openness & Transparency   | Beneficiaries have access to services and information as and when required.  | Openness & Transparency | Regular update of information on the website to expose and inform stakeholders' developments in the department. |

| KEY SERVICE            | SERVICE BENEFICIARY  | CURRENT STANDARDS |  | DESIRED STANDARDS |   |
|------------------------|--|-------------------|--|-------------------|---|
|                        |  | Information       | Beneficiaries have access to services and information as and when required.  | Information       | Regular update of information on the website to expose and inform stakeholders' developments in the department. |
| Redress                | Literacy strategy has also been developed to strive towards the attainment of a highly literate, multilingual society.                     | Redress           |  |                   |   |
| Value for money        | A code of conduct for ABET centres Governing Bodies has been consolidated and will serve as guidelines for ABET centres Government Bodies. | Value for money   | Beneficiaries benefit from the provision of quality programmes in all ABET centres and skilled adults to contribute to the economy of South Africa and literate. |                   |   |
| <b>Time</b>            | <b>2007/8</b>  |                   |  |                   |   |
| <b>Cost</b>            | <b>R187 474</b>  |                   | <b>R223 052</b>  |                   |   |
| <b>Human Resources</b> | <b>R2 879</b>  |                   | <b>R3 043</b>  |                   |   |

Signatures:

  
 MaLilele PeTjé  
 Head of Department

Date: 15/05/2007

  
 Angelina Motshega  
 MEC 18.05.07

Date: 18.05.2007