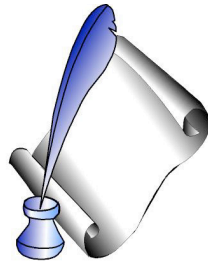


IMASA



INSTITUTE OF MUNICIPAL ADMINISTRATION FOR SOUTHERN AFRICA

REQUIREMENTS FOR SERVICE LEVEL AGREEMENT : DRAFTING AND IMPLEMENTATION OF LEARNERSHIP IN MUNICIPAL ADMINISTRATION AND LEGAL SERVICES

1. Introduction:

IMASA is a national institute for municipal officials in permanent employment in the Department of Corporate Services or other departments, with responsibility for functions such as administration of meetings, estate or property administration, legal administration, and general administrative functions; e.g. tenders, contracts, archives, records and elections as well as departmental and housing administration.

The institute strives to promote professionalism and a high standard of ethical conduct amongst practitioners, through the promotion of appropriate training and development of practitioners and potential practitioners in municipal.

In order to address the current crucial shortage of skills and capacity in local government, with specific reference to municipal administration and legal services, the Training and Development committee of IMASA was requested to prepare a proposal for an educational, professional development and in-service training programme for approval by the NIC.

The certification programme as envisaged will provide municipal administrators an opportunity to meet the National Qualification Framework certification requirements. IMASA also intends offering training and skills development opportunities to unemployed persons through bursaries and skills programmes catering for administration in the local government sphere.

The certification programme will offer points for academic as well as practical in-service training which will lead to an accredited Certificate or Diploma in Local Government Management and Administration.

IMASA is encouraged and supported by the International Institute for Municipal Clerks (IIMC) in America with regard to the establishment of a certification programme for Municipal Administrators in Southern Africa, thereby strengthening the professionalisation of administration in local government.

Completion of the Certification Programme will be affirmation of the value of the municipal administrator's profession.

2. Development of the Certification Programme.

A Draft Course Framework for the proposed certification course has been drafted and linked with available unit standards whereafter discussions were held with representatives of the LG SETA to establish the status quo regarding current learnerships which relate to the administration and legal field in local government.

An application for a discretionary grant has been submitted to the LGSETA.

The draft course framework has been submitted to the IIMC for comments and input, and a further draft proposal will be submitted to them at their annual conference in May 2008.

It has now become necessary to invite tertiary institutions to submit proposals, with costs, for the development of the course material, so that service providers can be appointed to develop the course material and administer the study programme. The training methods should include seminar/tutorial settings and/or on-line e-study facilities.

The final study programme and course content will eventually be submitted to the LG SETA for accreditation. A memorandum of understanding will be concluded with the IIMC in June 2008 and the final study programme will be submitted to the IIMC for approval, to ensure that the study programme complies with international standards and practices in local government.

3. Certification Programme framework.

This programme aims to implement the existing Local Government SETA qualifications and training framework, together with the higher education and training qualifications to be negotiated with potential partners from tertiary institutions, on three levels:

(As per the [Single Qualifications Framework – draft published GG 7 July 2004 No 26559](#))

NQF level 4-5: (SETA learnership NQF 3-4) Certificate in Local Government Management and Administration, focusing on administrative and legal components. Proof of practical as well as academic hours spent toward this qualification will be a requirement.

NQF level : 5-7 (LG SETA learnership NQF 4-6) Undergraduate or graduate level diploma in Local Government Management and Administration over 2-3 years, focusing in administrative and legal components with a more rigorous and higher educational level content of the same topics that those of the level 3-4 certificate.

Proof of practical as well as academic hours spent toward this qualification will be a requirement.

NQF 8-10: A post graduate qualification on Honours or higher level, with a stronger focus on the management and leadership components and with an even more rigorous and higher educational level of topics that the two afore going levels.

Development of a re-certification programme is planned to ensure that members remain up to date with current developments in local government and local government legislation and to promote a culture of life-long learning.

Proof of practical as well as academic hours spent toward this qualification will be a requirement for the allocation of credits/points towards the final qualification.

A copy of the proposed Course Framework is attached as **Annexure A.**

4. MEMORANDUM OF AGREEMENT WITH SERVICE PROVIDER(S)

A copy of a draft proposed Memorandum of Agreement between IMASA and the Service Provider is attached as **Annexure B.**

The agreement will confirm that the service provider agrees to design, deliver, and manage all aspects of the proposed Certification Programme according to the Course Framework and LG SETA requirements.

5. PROGRAMME OUTCOMES

Proposals for the Certification Programme must ensure the following outcomes:

5.1 NQF level 4-5: (SETA learnership NQF 3-4) Certificate in Local Government Administration, focusing on administrative and legal components.

- a) Participants will be well versed in the theory and practice of their profession and learn to keep abreast of new laws or changes affecting their jobs.
- b) Participants will be able to apply what they have learned to their jobs.
- c) Participants will be able to gain insight into their profession through contact with instructors and through a network of experienced administration practitioners.
- d) Participants will be able to attain their Introduction to the Local Government Certificate within 12 months if they have also obtained the IMASA required practical in-house experience points.

NQF level: 5-7 (LG SETA learnership NQF 4-6) Undergraduate or graduate level diploma in Local Government Management and Administration over 2-3 years.

- a) Participants will be able to question current knowledge, challenge personal beliefs and assumptions, and inspire and motivate others.
- b) Participants will be able to apply what they have learned to their jobs.
- c) Participants should exchange information and share wisdom, insights and new perspectives in their profession through contact with instructors, the public, and a network of other experienced municipal clerks.
- d) Participants should be able to attain their Diploma in 2-3 years if they have also obtained the IMASA required practical experience points.
- e) Participants should be able to attain their Re-certification qualification within 3 years if they have obtained the required educational points.

6. PROGRAMME OUTCOMES ASSESSMENT METHODS AND TOOLS

Summative Assessment: Standardized Tests

- a) Participants in the Certificate in Local Government Administration should complete a multi-choice test to ensure participants have understood and mastered the course materials. These tests shall be reviewed by the IMASA Training and Development Committee, or appointed service provider, to ensure all participants have met the requirements.

- b) Participants in the Diploma in Local Government Management and Administration should complete a multi-choice test to ensure the participants have understood and mastered the course materials. These tests shall be reviewed by the IMASA Training and Development Committee, or appointed service provider, to ensure all participants have met the requirements.

The multi-choice test questions should be extracted from each module for each course, as 'objective' tests (in terms of their marking) in order that a wide range of knowledge and memory is sampled quickly, in order to measure understanding, analysis, problem solving skills and evaluative skills. A wide variety of formats from true/false to reason/assertion must be used.

7. TEACHING AND LEARNING METHODS

Training methods must include a combination of lecture and interactive exercises that engage participants and demonstrate their level of understanding for the course content.

Specific pedagogy includes:

- Occasional use of lecture format.
- Frequent use of case studies and scenario based methods to encourage development of communication skills and problem solving abilities.
- Role playing and group presentations.

Participants will be required to attend and participate in all sessions, whether through attendance of lectures/ tutorials, or in an on-line e-study setting.

The following rules will be required:

- i) Strict adherence to punctuality at each session.
- ii) No cell phones to be allowed in study / lecture rooms.
- iii) Attendance to be tracked by the facilitator, class representative and program co-ordinator, or on-line administrator, as the case may be.
- iv) In rare instances, pre-approved excused absences will require a "make-up assignment" that is prepared and provided by the facilitator prior to the end of the course. Participants that fail to comply with attendance and punctuality requirements will not receive the certificate or diploma of completion.

8. TEACHING AND COURSE EVALUATION METHODS

Decisions regarding program design, instructors, speakers, general curriculum, scheduling and related matters will be made by the IMASA National Training and

Development Committee in consultation with the service provider(s) to be appointed, on an annual basis, or more frequently as necessary.

Several evaluation approaches must be combined to assess and improve the Certification Programme. Participants will complete an evaluation of each presenter, curriculum component and non-instructional pieces of the programme, (ie Location, food services, hotel accommodations), Sample evaluations that may be used may be found as **Annexure C**.

9. PROGRAMME EVALUATION AND REPORTING

Based on the evaluations described above, the IMASA National Training and Development Committee (T&D Committee) will review the feedback and take into consideration all relevant observations. Using this information, programme logistics and coursework will be subject to fine-tuning and/or revision, subject to all necessary approvals.

Each year the service providers/programme administrator will be required to submit the following information to the T&D Committee who reports to the National Institute Council, in the form of an annual report:

1. Covering letter explaining the evaluation of the programme (successes, opportunities, areas of improvements, threats, etc.)
2. A list of participants and hours attended/assignments submitted.
3. A summary report of the evaluations completed by the attendees.
4. Budget report.
5. Comments regarding communication between the service provider(s)/programme administrator and the T & D Committee.
6. Evidence of pre-approval from the NIC for all courses and programmes offered during the year.
7. Programme brochure.

It will be required of the T & D Committee to submit the Certification Programme Annual Report to the NIC before the Annual General Meeting of the Institute.

10. PROGRAMME SCHEDULE

The proposal regarding the training content for the Certification Programme shall contain a programme schedule/time lines as well as venues for lectures over the years required for completion of the certificate or diploma as the case may be. Networking between experienced and entry level municipal officials is encouraged.

11. PROPOSED CERTIFICATES/DIPLOMA

The proposal should include the type of certificate/diploma for attendance as well as completion, to be issued upon completion of each year showing the educational hours and points/credits received from the service provider(s). Provision must be made that participants are not only awarded a certificate of completion at the end of each of attendance, but also the final certificate/diploma of completion at the end of the final year. Examples of the certificates should be included in the proposal.

12. CERTIFICATION PROGRAMME – BUDGET AND COST PROPOSALS.

The proposal must include a proposed budget of costs and estimated income as well as proposed study fees which will be required from participants for each study year. Provision should be made for possible costs related to breakfasts and other refreshments to be served to participants attending seminars or tutorials as part of the course requirements.

CV"s

CV's of Service Provider representatives to be attached.

Annexure B

IMASA CERTIFICATION PROGRAMME

DRAFT MEMORANDUM OF AGREEMENT

BETWEEN

The Institute for Municipal Administration in Southern Africa, hereinafter referred to as IMASA) and (herein represented by

duly authorized thereto

AND

by virtue of its delegated authority from the

HEREBY AGREE AS FOLLOWS:

1. OBLIGATIONS OF THE SERVICE PROVIDER

_____ shall provide (see attached Proposal for detail);

1.1 Programme Planning and Implementation

- a. Assist T&D Committee by providing programme planning and management expertise;
- b. Assure compliance with the requirements of the LGSETA, SAQA and ETQA and course framework of IMASA;
- c. Assist T&D Committee to identify presenters and resources for the three course levels using the evaluations provided at the end of the programme. Presenters may include speakers from municipalities, consultants, the community or instructors from universities or colleges;
- d. Establish timelines and assign responsibilities for programme implementation.
- e. Coordinate programme faculty travel and participation –
 - Communicate and confirm presenters/speakers,
 - /request programme course materials, audio-visual needs and biographies from speakers.

1.2. Marketing And Promotion

- a. Assist with development of a promotional plan to identify participants.
- b. Develop Programme brochure and advance announcement of programme using service providers and IMASA logos/ liaising with the Marketing and Recruitment Committee of the National Institute Council of IMASA.
- c. Secure appropriate mailing lists (to be provided by the Administrator, IMASA) and provide direct mail services to participants.
- d. Link up with and promote the IMASA Website in respect of the Certification Programme.
- e. Assist with media publicity and public relations.

1.3 Facilities and Seminar support

- a. Research and select an appropriate site for learning (on-site or off-sites, or on-line e-learning).
- b. Arrange appropriate audio-visual and media systems and support.
- c. Arrange for housing, meals and special events.
- d. Produce instructional materials.
- e. Prepare participation packets by year to include final programme, participant roster, evaluation forms, continuing education attendance verification forms and name badges.

f. Provide on-site seminar registration and management.

1.4 Dates Or Time-Frames Of Instruction

(Include as per the time frames and schedules as contained in Proposal documents).

1.5 Locations:

Seminars/tutorials will be conducted at a site or sites agreed upon between the service provider and the NIC IMASA.

1.6 Other Provisions

The service provider will review results of evaluations and discuss financial outcomes upon the completion of the programme.

2. OBLIGATIONS OF IMASA

IMASA will provide the following:

- Input and approval of promotional material
- Mailing list for membership and other information needed for implementation of the Certification Programme
- Use of previous/available instructors details on database
- Contact person for liaison between Service Provider and IMASA

3. SITE(S) OF INSTRUCTION/TUTORIALS

The service provider shall make the arrangements for the location to be used for instructions/tutorials/workshops as agreed upon between the service provider and IMASA.

4. TERMS OF PAYMENT

A. COST

a) Cost of instruction/tutorial/service (total per hour), as per the agreed upon budget.

b) Other fees:

Notwithstanding the 14(fourteen) days notice period established in par. in the event that IMASA wishes to cancel or reschedule the

instruction/tutorial/service due to low enrollment, IMASA shall give at least 14 (fourteen) days notice in writing to the Service Provider to cancel or reschedule. If the instruction/tutorial/service is cancelled as provided herein, the Service Provider shall be entitled to payment calculated according to paragraph..... If the instruction/tutorial/service is rescheduled as provided herein, payment shall be according to this paragraph.

B. TERMS OF PAYMENT

The Service Provider will send an invoice upon completion of the training performed. IMASA will pay within 30 days of receiving the invoice.

5. AUTHORISED AGENTS FOR THE PURPOSES OF THIS CONTRACT

A. IMASA'S authorized agent:

B. SERVICE PROVIDER's authorized agent:

6. TERM OF CONTRACT

Effective from to

7. CANCELLATION

This contract may be cancelled by IMASA or the Service Provider at any time, with or without cause, upon 14 (fourteen) days written notice to the other party. In the event of such cancellation, the Service Provider will be entitled to payment, determined on a pro rata basis, for work or instruction/tutorial/service satisfactorily performed.

8. ASSIGNMENT

Neither IMASA nor the Service Provider shall assign or transfer any rights or obligations under this contract without prior written approval of the other party.

9. LIABILITY

IMASA agrees to indemnify and save and hold the Service Provider , its representatives and employees harmless from any and all claims or causes of action arising from the performance of this contract by IMASA or IMASA's agents or employees. This clause shall not be construed to bar any legal remedies IMASA may have for the Service Provider's failure to fulfill its obligations pursuant to this contract.

