



*transformation
through knowledge*

TERMS OF REFERENCE

TERMS OF REFERENCE: MINIMUM VIABLE PRODUCT PLATFORM DEVELOPMENT

February 2020

1.1 Background

JET Education Services and the Fibre Processing and Manufacturing Sector Education and Training Authority (FP&M SETA), together with the Skills Branch of the Department of Higher Education and Training (DHET), are collaborating to improve the coordination between the 50 Technical and Vocational Education and Training (TVET) Colleges and 21 Sector Education and Training Authorities (SETAs). The SETAs are responsible for managing and creating learnerships, internships, work-based skills programmes and apprenticeships for TVET college students. Through this process, Coordinating SETA-TVET Offices (CSTOs) are being set up to facilitate meaningful exposure of college students to workplace-based experience so that they can complete the practical components of their programmes. In turn, this increases their chances of securing sustainable employment opportunities.

A set of CSTO Guidelines (see Annexure A) have been developed to coordinate activities of SETAs in TVET Colleges by establishing an office with an intention of: (1) supporting work integrated learning (WIL) initiatives in colleges such that students and graduates have access to workplace-based experience; (2) building college and SETA relationships with employers; (3) and actively engaging for collaboration between employers¹ and TVET colleges. This will involve developing relationships with industry, sector, and employer bodies and associations, thereby increasing learner access to the workplace through services (e.g. career advice, offering relevant programs) and support (e.g. financial) as made available by SETAs.

While the CSTO process has a strong focus on physical infrastructure and human resources, it has been acknowledged that a technological solution could make an important contribution to the overall process. The work outlined in this TOR is a first step towards developing a minimum viable product (MVP) platform as part of the broader CSTO approach.

1.2 Specific requirements

The service provider is required to develop an interactive online platform using open source software that will be cloud-hosted. An important requirement is that the final MVP should have no license fees and must be able to be hosted independently from the servers of the appointed service provider.

The overarching aim of the platform will be to:

1. Provide CSTO Offices with a platform for planning, initiating, reporting and evaluating youth employment partnerships;
2. Link employment opportunities in workplaces across South Africa to TVET College graduates: the geographical area closest to a TVET College should be considered as an important first layer placement zone;
3. Provide full functionality to CSTO partners, including TVET colleges, SETAs and the DHET with the potential to add industry bodies, professional bodies and employers at a later stage.

¹ This proposal acknowledges the importance of industry, sector, and employer associations in generating more WIL opportunities. But it recognises that agreements will mainly be between an employer and a student and between an employer and a TVET college. Reference to employers refers collectively to private *and* public sector. In the latter case this refers to national and provincial departments, municipalities and state-owned enterprises.



1.3 Features of the Platform

1.3.1 Primary Features

- Signalling:
 - Colleges signal talent availability and profiles;
 - Employers signal placement opportunities.
- Messaging:
 - Organisations can gain more data on opportunities.

1.3.2 Secondary Features

- Matchmaking:
 - Organisations can enter into structured, supported partnerships.
- Matchmaking:
 - Supports synchronisation of youth availability and placement opportunities;
 - End-to-end visibility of the process and the progress (agile approach) with intervention opportunities for intermediaries.
- Messaging:
 - Ticketing system, SMS, email.
- Signalling:
 - Influencing curriculum for better work readiness by pushing information around work requirements.
 - Hitmap.
 - Risk management.

1.4 Role Players

DHET, TVET Colleges; SETAs, Employers, Professional Bodies, Industry Associations, Learners and other interested stakeholders.

1.5 Expectations

Our expectation of the system is that it will have the capacity to:

1. Present visualisations of the above indicators;
2. Present tabulations of above indicators;
3. Display indicator trends over time;
4. Display indicators for a chosen TVET college and campuses;
5. Display indicators for a chosen SETA;
6. Display indicators for a chosen province;
7. Present most of the indicators on a provincial map; and
8. Dynamically update when new data is available.



1.6 Service provider requirements

The service provider must have the following:

- A proven track record of the necessary knowledge and experience in platform development;
- The capacity to deliver on the key milestones identified with a relevant project team;
- Knowledge and experience of user-centred design thinking and lean innovation approach;
- Ability to test various levels of fidelity of prototypes.

The service provider must submit the following:

- A proposal of no more than 12 pages, that includes:
 - Technical specifications of the MVP platform;
 - A project plan with milestone outputs and review dates indicating the approach and methodology to be used in achieving the project deliverables;
 - Detailed CVs of the project team for this project;
 - Two references of experience in similar projects undertaken;
 - Detailed cost breakdown for the project.

1.7 Timeline

- Due date for proposals: 28 February 2020
- Shortlisting: 6 March 2020
- Appointment of service provider: 1 April 2020
- Completion date: September 2020

1.8 Evaluation Criteria

Criterion	Weight
Capacity	15%
Previous experience	15%
References	10%
BBBEE	10%
Price	10%
Proposal and Methodology	40%
Total	100%

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1.9 Appendices

1.9.1 Annexure A: CSTO Guidelines

10 steps for operating a Coordinating SETA TVET College Office (CSTO)	
Step	Introduction
	<p>The following ten steps are set out here as a guide to the key actions that need to be undertaken to put the CSTO on a sound footing to undertake its operations. The ten steps will help the CSTO to more effectively achieve the following aims:</p> <ul style="list-style-type: none"> ○ support WIL initiatives in Colleges so that students and graduates have access to workplace-based experience. ○ build College and SETA relationships with employers. ○ develop relationships with industry, sector, and employer bodies and associations.
1	Complete CSTO Initiation process
	<p>1.1 TVET Colleges must hold internal meetings</p> <p>1.1.1 College-wide meeting with relevant divisions and lecturers to advocate CSTO and contribution to WIL and employability</p> <p>1.1.2 Meeting of CSTO Champion with staff from relevant functions to:</p> <p>1.1.2.1 design a structure within the College that can take responsibility for CSTO business</p> <p>1.1.2.2 designate officials responsible for CSTO activities within the above structure</p> <p>1.1.3 The names and contact numbers and roles of these personnel to be communicated to the SETA Office</p> <p>1.2 SETAs must hold internal meeting(s)</p> <p>1.2.1 Meeting of CSTO Champion in the SETA with staff from relevant functions to.</p> <p>1.2.1.1 design a structure within the College that can take responsibility for CSTO business</p> <p>1.2.1.2 designate officials responsible for SETA activities within the above structure</p> <p>1.2.2 The names and contact numbers and roles of these personnel to be communicated to the CSTO Office</p>
2	Sign of MoU/A's with partners
	<p>2.1 Meeting to be held between TVET College with partner SETA and each support SETA to discuss content of a MoU/A template and amend as needed to suit partners</p> <p>2.1.1 Signing of MoU/A between the TVET College and the partner SETA</p> <p>2.1.2 Signing of MoU/A between the TVET College and each support SETA</p> <p>2.2 Each institution to be in possession of applicable MoU/A. Copies of relevant MoU/A to be supplied to personnel involved</p>
3	Conduct joint planning of CSTO activities for year
	<p>3.1 CSTO Champions and/or the Manager mandated/delegated to lead the CSTO project in the TVET College and SETA respectively must arrange and execute a process leading to joint production of an annual plan for the CSTO.</p> <p>3.2 The Annual Plan must include for each activity:</p> <p>3.2.1 Scheduled date for completion and estimated duration</p> <p>3.2.2 Estimated budget</p> <p>3.3.3 Expected outcome</p> <p>3.3.4 Measurable indicator</p>



	<p>3.3.5 Required human resources</p> <p>3.3 The Annual Plan must include regular meetings of CSTO Committee and between designated representatives of partner SETA and College. Date for a review of progress after first six months.</p> <p>3.4 The activities should include: interaction with employers regarding WIL programs; developing database for capturing activities, fundraising, involvement of lecturers in work exposure; marketing CSTO internal and external to the College</p>
4	Resource the CSTO Office
	<p>4.1 The TVET College must provide suitable accommodation for the CSTO.</p> <p>4.1.1 The office should where possible have space for the following activities:</p> <p>4.1.1.1 Office space for the administrative and professional personnel</p> <p>4.1.1.2 Office space for the CSTO Manager</p> <p>4.1.1.3 Space to meet with clients (e.g. students) for consultation</p> <p>4.2 The Office must make provision for the following running costs</p> <p>4.2.1 Salaries of personnel</p> <p>4.2.2 Furniture costs</p> <p>4.2.3 ICT equipment and telecommunications costs</p> <p>4.2.4 Transport costs including travel to meet employers</p> <p>4.2.5 Printing costs</p> <p>4.2.6 Costs allocated to specific meetings with employer groups</p> <p>4.2.7 Consumables</p>
5	Create a database to record activities of the CSTO (primary WIL actions and achievements)
	<p>5.1 Access a secure computer with Excel/access, and staff member with good Excel/access skills levels</p> <p>5.2 Create a simple means of capturing and analysing the following key CSTO activities:</p> <p>5.2.1 <u>Visits to employers to market</u> the CSTO concept and ultimately to get their buy-in to offering places for work based exposure/WIL at their workplace (Records of employer details, visit(s) dates, by whom, follow-ups, refusals/offers (give number of places)</p> <p>5.2.3 <u>Employers who offer places</u>: dates from-to, number of students/ number of graduates, type of work based exposure/WIL experience; information on whether the student did/not complete; summary of student achievement; name of College supervisor etc.</p> <p>5.2.4 <u>Students</u> who attend work based exposure/WIL (student ID number age/gender/qualification or program/year/student number/ number of WIL exposures)etc. for each student/graduate</p> <p>5.2.5 <u>Lecturers</u> who supervise work based exposure/WIL (age, gender, qualifications, experience, mentoring, student ID numbers</p> <p>5.2.6 <u>Lecturers</u> who attend work based exposure/WIL (Personnel ID number, age/ gender/ qualification or program/year/ years of work experience/ teaching subjects and years</p>
6	Staff appointments
	<p>6.1 Appointment of CSTO Office Manager</p> <p>6.2 Appointment of CSTO Staff (subject to budget availability)</p> <p>6.2.1 An administrator</p> <p>6.2.2 A counsellor and advisor/employer liaison officer/work placement officer</p>



	<p>6.2.3 Student support officer (part time)</p> <p>6.2.4 Database administrator (unless other staff employed have this capability)</p> <p>6.2.5 Website administrator (unless other staff employed have this capability)</p> <p>Additional staff with the above functions depending on size of the office)</p> <p>6.3 Establish KPA and targets for the CSTO and all staff</p>
7	Establish CSTO Office Functions and services offered to students and lecturers
	<p>7.1 The CSTO will undertake the following functions and activities</p> <p>7.1.1 Placement for work exposure</p> <p>7.1.2 Profile student work exposure needs (e.g. occupation, industry, qualification and level)</p> <p>7.1.3 Placement of students from all programs offered by the College with employers</p> <p>7.1.4 Placement of graduates from all programs offered by the College in available jobs</p> <p>7.1.5 Profile lecturer exposure needs</p> <p>7.1.6 Placement of lecturers for work exposure and industry exchange</p> <p>7.2.1 Services to students</p> <p>7.2.2 Academic support and referral</p> <p>7.2.2 Social support and referral</p> <p>7.2.3 Vocational and career guidance support</p> <p>7.2 The CSTO must make the above services accessible to all students and campuses, subject to budget constraints</p> <p>7.3 The CSTO must coordinate the activities of Partner SETA and Support SETAs operating in the College</p> <p>7.4 The CSTO will support lecturers as follows:</p> <p>7.4.1 Work placement</p> <p>7.4.2 Support and advice to lecturers on managing WIL</p> <p>7.4.3 Employer information related to WIL per occupation/qualification/year etc.</p> <p>7.4.4 Support lecturers in growing relationships with employers</p> <p>7.4.5 Support to lecturers in developing proposals for joint projects with SETAs</p>
8	Establish CSTO Office functions and services related to employers and industry
	<p>8.1 Identifying employers and involving them in providing WIL opportunities as follows</p> <p>8.1.1 Contacting employers</p> <p>8.1.2 Negotiating with employers</p> <p>8.1.3 Signing agreements with employers</p> <p>8.1.4 Preparing employers for student WBE visits</p> <p>8.1.5 Implementing WBE visits</p> <p>8.1.6 Debriefing employers</p> <p>8.1.7 Doing follow up / contacting employer before the next round of WBE visits</p> <p>8.2 Build relationships and communicate with sector bodies, industry associations, chambers of commerce, employer/producer associations and cooperatives about current student programs and occupational directions for linking students with workplaces</p> <p>8.3 Ensure that there are appropriate opportunities for companies to recruit based on their internal policies and needs.</p> <p>8.4 Establish a CSTO, employer association for networking</p>



	<p>8.5 in partnership with relevant College curriculum experts and lecturers, facilitate incorporation of employer views on workplace skills and knowledge, curriculum, and workplace innovation.</p> <p>8.5 optimise accessibility to the CSTO for local businesses and entrepreneurs and communities in terms of reasonable distances</p>
9	Put in place a system based on evidence based reporting and regular monitoring and evaluation
	<p>7.1 Evidence-based reporting</p> <p>7.1.1 The CSTO must introduce a structured framework for reporting on its activities which is evidence based</p> <p>7.1.2 The ten point plan document and “Performance Benchmarks for a CSTO” can provide the basis for defining criteria and measures as part of evidence based reporting</p> <p>7.2 Make provision for Monitoring and Evaluation of the CSTO</p>
10	Establish lines of communication and use media as appropriate
	<p>10.1 The CSTO must communicate about the activities, services, opportunities, and facilities that it offers and communication information about the labour market:</p> <p>10.1.1 Communicate information about sectoral employment opportunities and graduate placements offered particularly</p> <p>10.1.2 Communicate information about further studies and financial support</p> <p>10.1.3 Communicate information about all CSTO activities and projects</p> <p>10.1.4 Communicate information about the importance and contribution of workplace-based forms of experience that create favourable employment opportunities.</p> <p>10.1.5 Communicating the results of research into aspects of WIL, surveys of work placements, surveys of graduates who have completed their placements and employer responses to WIL programs</p> <p>10.1.6 Communicating information about SETAs and their service offerings</p> <p>10.2 The CSTO must make the above information available through:</p> <p>10.2.1 Compiling and distributing newsletters</p> <p>10.2.2 Publishing relevant information on its web-site</p> <p>10.2.3 Communicating with targeted groups (e.g. employers) through targeted emails</p> <p>10.2.4 Events held at the College Campus such as: Career evenings, employer forums convened by the CSTO</p> <p>10.2.5 Interviews on local radio stations</p> <p>10.2.6 Articles in local newspapers</p>

