Branch: LA	Note: Published KPIs are for public information purposes only, certain information may be excluded from the published version due to security reasons
Technical indicator descriptions	**Front office and PoE officials trained**
Target title for 2015/16	Identify the title of the target
APP 3.1.4	200 officials in identified front offices and ports of entry trained on Client Relations Improvement Professionalization Programme
Indicator / Measure title	Identify the title of the indicator
	Number of officials in identified front offices and ports of entry trained on Client Relations Improvement Professionalisation Programme
Short definition	Provide a brief explanation of what the indicator is with enough detail to give a general understanding of the indicator
	Enrolment and training of 200 officials on Client Relations Improvement and Professionalisation Programme to enhance operational and service excellence. The following Unit Standards will be facilitated during training: Internal and External Client Relations (US 123506), Ethics (US 119342) and Emotional Intelligence (US 15094), Fraud and Corruption (US No 264675), Counter Xenophobia (US 123483), Safekeeping and handling of face value documents and stamps (US 123488) and the following modules (noncredit bearing): DHA uniform, and Change Management. Baseline refers to the skill and knowledge level at which official is at the start of training. The 200 learners will come from the following offices: Beit Bridge; Lebombo; Germiston; Commercial Road Medium Office. Maseru Bridge; Cape Town International Airport, CT Harbour; Durban Harbour; Uthungulu. Umgeni; Zululand; Amajuba; Ugu. Umgungundlovu; Centurion, Alexandra, Jane Furse, Randburg.
Purpose/importance	Explain what the indicator is intended to show and why it is important
	Client Relations Improvement and Professionalisation Programme will increase positive staff attitudes towards clients, increase professionalism and prepare them to deal positively with difficult clients

Source documentation/information used	Describe where the information comes from i.e. source of information that is used as a basis for actual performamnce achievements (AG requirement)
	Attendance registers and reports pertaining to officials who are enrolled on Client Relations Improvement and Professionalisation Programme; undertakings and a list of all officials to be to be trained
Description of the source	A description of where the information originates from - by indicating name of responsible unit, person/designation etc.
	The source can be obtained from the Office of Training Specialist
Description of processing activities (where applicable).	Document the understanding for the performance processing for each target
	Refer to activity sheet
Standard operating procedure	For each indicator or target indicate the standard operating procedure (where applicable)
	NA
System used	Name of system used to process performance information
	Manual
Type of system	Electronic or live
	Manual
Method of calculation	Describe clearly and specifically how the indicator is calculated
	Total number of officials who attended training will be calculated from attendance registers and reports and compared to the planned target.
Baseline calculated against	Indicate the performance as at the end of previous financial year
	New PI
Availability of total population	The total population refers to the number and / or list of all members in a defined group. (If the indicator is a rate or percentage, indicate the numerator)

	List of officials to be trained
Unit of measure	In what unit will the indicator be captured? (percentage/number/currency) Number
Data limitations	Identify any limitation with the indicator data, including factors that might be beyond the DHA's control Circumstances outside the control of the DHA, such as resignations, transfers, etc., to be considered as part of calculation of achievement (e.g. if 95 officials are trained and proof can be submitted that 5 officials resigned during the course of the programme, it will be regarded as achieved). Substitutes can be identified when circumstances allow.
Output reporting	Indicate responsibilities regarding output reporting, archiving, key steps iro reporting, data extraction, calculation and the checking thereof (where applicable) 1. Who is responsible for reporting at business level? Head Learning Academy 2. Who archives the reports i.e. The person the AG will be in touch with for any form of business related reporting / Where can the collated information be found? / operational reporting level Director - LPD (Learning Academy) 3. Activities/steps that goes into reporting at business level? Quarterly reporting as part of M&E process, annual progress reporting against planned target - reports submitted to Directorate M&E as part of quality assurance for quarterly reviews and annual report Quarterly reporting by DD Training Specialist and checked by D:LPD, signed off by DDG:LA Quarterly reports quality assured by D:M&E Annual reporting information consolidated by DD: Training Specialist, checked by D:LPD and signed off by DDG:LA

Frequency of reporting on this indicator	Indicate: e.g. monthly, quarterly and annually Quarterly and annually
Desired performance	Identify whether actual performance that is higher or lower than the targeted performance is desirable 200 officials in identified front offices and ports of entry trained on Client Relations Improvement and Professionalision Programme
New indicator:	Identifies whether the indicator is new, has significantly changed, or continues without change from the previous year. Yes
Calculation type:	Identifies whether the reported performance is cumulative, or non-cumulative Non-cumulative
Type of indicator:	Identifies whether the indicator is measuring inputs, activities, outputs, outcomes or impact, or some other dimension of performance such as efficiency, economy or equity. Activity (target)

	Key activity list (sheet):			
Annual Target:	200 officials in identified front offices and ports of entry trained on Client Relations Improvement and Professionalision Programme			
No	**Activity**	**Responsibility for each activity**	**Evidence for each activity**	**% weight for each activity** (importance of activity in relation to achieving the target)
1	a) Identify officials to be trained on the programme in identified offices in consultation with office managers b) Request of learner registration forms and c)Enrolment of learners	D:LPD Training Specialist Provincial Trainers DD: Admin & Finance	Booking forms (including Training contracts), Pseta forms Reaction Evaluation questionnaire	20%
2	Training of learners as per identified unit standards and modules mentioned in the KPI sheet Reaction Evaluation questionnaires from learners	D:LPD Training Specialist Provincial Trainers DD: Admin & Finance	Attendance Registers Quarterly progress reports (iro annual target) (NOTE: Obtain soft copy of unit standards and modules as evidence)	80%
				100%