

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	Officials trained on DHA National Certificate
Target title for 2015/16	Identify the title of the target
APP 3.1.1	350 officials trained on DHA National Certificate: Home Affairs Services (Skills programmes within the Certificate) to improve performance
Indicator / Measure title	Provide a brief explanation of what the indicator is with enough detail to give a general understanding of the indicator
	Number of officials trained on DHA National Certificate: Home Affairs Services (Skills programmes within the Certificate) to improve performance
Short definition	Provide a brief explanation of what the indicator is with enough detail to give a general understanding of the indicator
	<p>Officials will undergo training on skills programmes emanating from the National Certificate Home Affairs Services. In 2014/15 the Learning Academy set the target of officials to be trained on the National Certificate: Home Affairs Services in consultation with business. The Learning Academy identified a strategy specifically on strategic service delivery points to conduct training in skills programmes customized in environments such as Civic Services, Immigration (Law Enforcement, Inspectorate as well as Ports of Entry). The baseline of 300 (in 2014/15) has been increased to 350 in line with available capacity financial and human resources.</p> <p>Learning Academy has identified the specific strategy specifically on strategic service delivery points to conduct training in skills programmes customized in environment such as Civic Services, Immigration (Law Enforcement, Inspectorate as well as Ports of Entry) Civic Service skills programme and Asylum Seeker Management programme.</p> <p>List the skills programmes to be presented:</p> <p>1. Ports of entry (Land Borders); 2. Asylum Seeker Management; 3. Civic Services; 4. Inspectorate; 5. Soft Skills Programme; 6. Maritime; 7. District Managers Operations (PM's and DMO's)</p>
Purpose/importance	Explain what the indicator is intended to show and why it is important
	To develop a well-rounded DHA cadre that has knowledge and understanding of the core business of the

	department as well as to enhance the skills levels and levels of professionalism
Source documentation/information used	Describe where the information comes from i.e. source of information that is used as a basis for actual performance achievements (AG requirement)
	Attendance registers and progress reports pertaining to the officials who are enrolled and trained on skills programmes emanating from the National Certificate: Home Affairs Services. List of learners
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 the Programme Manager: Learning Programme Delivery
Description of processing activities (where applicable).	Document the understanding for the performance processing for each target
	See activity sheet below
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
	The signatures on the attendance registers of the learners who have attended the skills programmes from the National Certificate: Home Affairs Services will be counted and added quarterly and annually. The total number who received training will be calculated from attendance registers, reports and successful completion of the skills programme and compared with the planned target with regard to the identified skills programmes within the financial year.

Baseline calculated against	Indicate the performance as at the end of previous financial year
	355 Officials trained in the National Certificate : Home Affairs Services
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 350 learners
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 the calculation of the achievement (e g if 295 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 where 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? Project Manager (LPD)
	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 : Programme Manager and checked by D:LPD, signed off by DDG:LA Quarterly reports quality assured by D:M&E. Annual reporting information consolidated by DD: Programme Manager, 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
	Actual Performance equal to the target is desirable.
New indicator:	Identifies whether the indicator is new, has significantly changed, or continues without change from the previous year.
	No
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:	350 officials trained on DHA National Certificate : Home Affairs Services and Skills programmes to improve performance			
No	Activity	Responsibility for each activity	Evidence for each activity	% weight for each activity (importance of activity in relation to achieving the target)
1	Identify training needs Compile list of learners Reaction Evaluation questionnaire and learner enrolment forms submitted Enrolment of learners	Programme Manager Project Leader Provincial Trainer Quality Assurer Training Specialist	Booking forms/Training contracts Reaction Evaluation questionnaire Proof of registration	20%

			on database	
2	350 (90, 90, 80, 90 per quarter) officials trained on a specific selected Skills Programme from National Certificate : Home Affairs Services (as identified in the KPI sheet)	Programme Manager Project Leader Training Specialist Provincial Trainer	Attendance registers. Quarterly and annual reports Quality Assurer report	80%
				100%