



## **TERMS OF REFERENCE TO APPOINT THE SERVICE PROVIDER TO IMPLEMENT RECOGNITION OF PRIOR LEARNING FOR CHEFS.**

### **1. BACKGROUND & CONTEXT**

- 1.1. The skills audit conducted in the development of the Tourism Sector Human Resource Development Strategy revealed that career progression in the tourism sector is very slow. On average, an employee remains in one position for 7 to 10 years.
- 1.2. The contributing factor to the slow career progression in the tourism sector is attributed to the lack of formal education for many tourism employees.
- 1.3. The Recognition of Prior Learning (RPL) project seeks to address the challenge slow career progression in the tourism sector, targeting the Chefs profession.
- 1.4. The main objective of the RPL project is to assist Chefs with extensive experience, but limited formal education, to obtain relevant and applicable qualifications.
- 1.5. This project supports the Tourism Sector Recovery Plan (TSRP) by focusing on the reskilling and upskilling required to support the implementation of recovery interventions and priorities.

### **2. AIM**

- 2.1. This assignment aims to recognize the prior learning of Chefs in order for them to obtain formal qualification (Chef occupational qualification (SAQA ID 101697) through the appointment of the accredited assessment centre / trade centre.

### **3. SCOPE OF WORK & APPROACH**

This depicts the envisaged process to complete the assignment. The project will have two phases.

#### **3.1. Project Management (on-going)**

##### **CONTEXT:**

This project requires proactive project management to ensure that tasks are initiated on time, executed with professionalism and that outputs are of a superior technical quality and delivered within budget. It is envisioned that three-project

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management team (PMT) meetings will be held. These include the inception meeting, an interim meeting and a closeout meeting. The inception meeting will be used to discuss the scope of the assignment in more detail and to finalize the project plan.

The inception meeting will include conducting a brainstorming session with the PMT to identify key participants for the project. The interim meeting will be used to report on progress and the close out meeting will be used to present final deliverables and reflect on learnings.

The project management team will consist of project managers from Department of Tourism and the lead consultant. There should be consistent communication between the service provider and the Project Manager at Department of Tourism. The responsibilities and functions of the Service Provider will include providing technical input on the project and project progress. The experts ought to provide overall quality assurance of the work and to report any changes made regarding personnel, approach and activities to complete assignment.

### **3.2. Recruit and select the participants.**

#### **CONTEXT:**

This work entails the recruitment and selection of the project beneficiaries within the profession in Western Cape Province.

#### **TASKS:**

- Identify, recruit and select candidates.
- Assess the prior learning of the candidates.
- Explain the RPL process to the candidates and assist for preparation for assessment (induction)
- Submit necessary documents to Culture, Arts, Tourism, Hospitality Sports, Sector Education and Training Authority (CATHSSETA) and Quality Council for Trades and Occupations (QCTO) in preparation for the trade test.
- Submit necessary documents of results to National Artisan Moderation Body (NAMB) for approval and certification.

#### **OUTCOMES AND QUALITY INDICATORS:**

- It is evident that the outputs are of a superior technical quality and have been quality reviewed to ensure editing, formatting and referencing of a high standard.

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### **3.3. Assess the candidates Recognition of Prior Learning (RPL) for the Occupational Qualification Chef.**

#### **CONTEXT:**

- The aim is for the assessment /Trade Test Centre to assess the candidates for awarding of the Occupation Certificate: Chef NQF Level5.

#### **PROJECT DELIVERABLES:**

- Inception report (inclusive of inception minutes) with project plan.
- List of selected candidates
- Attendance registers for the induction
- Report on first assessment
- Report on trade test and final assessment
- Graduation ceremony for awarding certificates.

#### **OUTCOMES AND QUALITY INDICATORS:**

- The work done is highly detailed and fair recognition of prior learning is given.
- It is evident that the outputs are of a superior technical quality and have been quality reviewed.

### **4. DURATION OF CONTRACT AND TIMEFRAMES FOR DELIVERY**

The expected project deliverables and timelines are as follows:

<b>Timeline for Delivery</b>
July 2023 – March 2024

### **5. The Assessment Centre (trade test centre) requirements for conducting the ARPL for the Occupational Qualification Chef**

- 5.1.** The Trade Test centre is accredited by the QCTO to conduct trade tests for the Occupational Qualification Chef, and the accreditation is valid for the duration of the project time.
- 5.2.** The Trade test centre needs to adhere to the criteria set out by NAMB in their application to become an accredited assessment centre, those include but are not limited to:
- The trade test area must be separated from the training area, only candidates and assessment practitioners attending trade tests must be allowed into the testing area

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- Dedicated equipment for trade testing is available for the candidates
- Trade tests and moderations must not be conducted by the trainers who have conducted the artisan training to the same candidate or candidates
- The Centre is financially sustainable to manage ARPL for this project
- Suitably qualified staff is employed by the trade test Centre to conduct the trade tests, conduct internal moderations, and fulfil the administrative and recordkeeping functions.
- All required materials and consumables are available to conduct the trade test
- The trade test Centre complies with the Occupational Health and Safety regulations to ensure a safe and healthy environment for the candidates
- An efficient system for the safe keeping and destroying of all assessment documentation, including all evidence such as photographs
- All other requirements as set by NAMB and the QCTO must be adhered to and be up to date.

### **6. PROJECT TEAM**

It is envisioned that the assignment will require an estimated 9 months. The project team requirements are as follows:

#### **6.1. PROJECT MANAGER**

##### **RESPONSIBILITIES:**

- Responsible for the overall project management including liaising with the department to report project progress, project monitoring etc.
- Provides overall quality assurance and oversight for the project team.
- Report all progress and challenges to the department for intervention or resolution
- Ensure all processes as set out by the QCTO, NAMB and SETA are adhered to
- Ensure that all assessment and moderation practices are adhered to as per the regulations

##### **QUALIFICATIONS:**

- Relevant qualification degree / diploma in Culinary, Hospitality or related field; and
- Experience in Project Management and Leadership.

##### **SKILLS AND EXPERIENCE:**

- Minimum 8 years of experience in culinary or hospitality studies.
- Very good communication and report writing skills.
- Very good project management, analysis and coordination skills.
- Very good understanding and knowledge of South Africa's culinary environment.

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- Very good client relation understanding, stakeholder coordination, consultation and management for both non-governmental and governmental stakeholders.
- Knowledge and understanding of South Africa's RPL regime.

### **6.2. ASSESSOR/S**

#### **RESPONSIBILITIES:**

- To administer and conduct all assessments as they are prescribed by the NAMB for the Chef Occupational Qualification.

#### **QUALIFICATIONS:**

- Must have the Occupational Certificate: Chef
- Trained as an assessor and recognised as competent to conduct assessment.

#### **SKILLS AND EXPERIENCE:**

- Must have 2 years industry experience
- Preferably employed by an accredited Trade Test Centre

### **6.3. MODERATORS**

#### **RESPONSIBILITIES:**

- To conduct moderations of trade tests in the form and manner required by NAMB

#### **QUALIFICATIONS:**

- Occupational Qualification certificate
- Trained as a moderator and recognised by NAMB as competent to conduct moderation of trade test.

#### **SKILLS AND EXPERIENCE:**

- Two years' experience as a moderator for the Chef trade
- Preferably employed by an accredited Trade Test Centre

## **7. GAP CLOSURE**

- 7.1.** The Trade Test Centre will recommend gap closure to the candidates and take responsibility for gap closure gaps of not more than 15%.

## **8. DISBURSEMENTS**

- 8.1.** The service provider will make provisions for all necessary travel and logistic requirements in their proposal.

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- 8.2.** Service provider is required to make provision for costs relating to stakeholder engagement such as venues and catering. Note that all stakeholders will attend at their own costs.
- 8.3.** Service provider is required to make provision for costs relating induction, gap closure sessions both theory and practical, also for trade test both theory and practical such as venues, catering, overnight accommodation, travel cost and graduation ceremony within their proposed budget. Accredited assessment / trade test centre will be appointed based on proof of accreditation with the QCTO and relevant assessment quality partners (AQP), proof of programme approval, technical ability and BBBEE requirements. Assessment centres who are not accredited with the QCTO and relevant assessment quality partner (AQP) will be disqualified.
- 8.4.** The Service Provider should be located in the Western Cape Province.

### **9. CONTRACT**

- 9.1.** The intended duration of this project is 9 months from July 2023 to March 2024, with specific dates to be announced during project inception. The key elements outlined under the scope of work (preparation, information gathering and reporting), shall be delivered within this timeframe.

### **10. CONDITIONS OF BIDS**

- 10.1** The Department of Tourism invites eligible and professional companies with local presence in South Africa to tender for this work. Bidders must have very strong knowledge of South African Culinary and Hospitality related legislation and training policies.

**The proposal should include, amongst others, the following:**

- Project plan with achievable timeframes for each deliverable;
- Skills and relevant experience of project team made up of experts
- Ability to ensure continuity of staff on the project.

### **11. EVALUATION CRITERIA**

- 11.1** The Department will evaluate all proposals in terms of the Preferential Procurement Policy Framework Act No 5 of 2000 (PPPFA) and (Preferential Procurement Regulation, 04 November 2022, Gazette Number 47452). The bid will be evaluated in the following phases:

Phase 1: Administrative Compliance

Phase 2: Functional / Technical Evaluation

Phase 3: Price and BBBEE Level contributor

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### Phase 1: Administrative Compliance

- Signed Standard Bidding documents
- Valid Tax Clearance Certificate

### Phase 2: Functional / Technical Evaluation

The service provider will be evaluated on functionality. The Bid documents will be evaluated individually on score sheet, by a representative evaluation panel according to the evaluation criteria indicated in the Terms of Reference. All bidders who scored at least 70 out of 100 for functionality will be considered for further evaluation. Bidders will be shortlisted and may possibly be invited to do a presentation on their proposals at their own cost. A bid proposal will be disqualified if it fails to meet the minimum qualifying score for functionality as per the bid invitation.

The following criteria will be used in particular as the criteria for appointment.

**1 = Poor 2 = Fair 3 = Good 4 = Very good 5 = Excellent**

CRITERIA	EVIDENCE	WEIGHT
<b>Bidders relevant experience and track record</b> The following scoring matrix will be used to evaluate this criterion: <ul style="list-style-type: none"> <li>• Less than 1 year in existence = 1</li> <li>• 1-year relevant experience = 2</li> <li>• 2 – 3 years relevant experience = 3</li> <li>• 4 – 5 years of relevant experience = 4</li> <li>• 6 and above years of relevant experience = 5</li> </ul>	<ul style="list-style-type: none"> <li>- Trade/ assessment centre profile outlining relevant experience and track record. Please clearly index your profile.</li> <li>- Letter of accreditation from QCTO as a Skills Development Provider (SDB).</li> <li>- Letter of accreditation from QCTO as an Assessment Trade Centre.</li> <li>- Submit two reference letters on a letterhead of where similar services were rendered. The letters should not be older than 5 years.</li> </ul>	30

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<b>CRITERIA</b>	<b>EVIDENCE</b>	<b>WEIGHT</b>
<p><b>Skills and relevant experience of Project Team</b></p> <p><b>Project Manager capacity to deliver =5</b></p> <ul style="list-style-type: none"> <li>• Relevant qualification degree / diploma in Culinary, Hospitality or related field; and</li> <li>• Experience in Project Management and Leadership.</li> <li>• Minimum eight years of experience in culinary or hospitality field.</li> <li>• Very good communication and report writing skills.</li> <li>• Very good project management, analysis and coordination skills.</li> <li>• Very good understanding and knowledge of South Africa's culinary environment.</li> <li>• Very good client relation understanding, stakeholder coordination, consultation and management for both non-governmental and governmental stakeholders.</li> <li>• Knowledge and understanding of South Africa's RPL regime.</li> </ul> <p><b>Assessors: 5 or more = 5</b>  <b>Less than 5 =1</b></p> <ul style="list-style-type: none"> <li>• Must have the Occupational Qualification Chef certificate</li> <li>• Trained as an assessor and deemed competent to conduct assessment and trade test</li> <li>• Must have two years industry experience</li> </ul> <p><b>Moderators: 5 or more = 5</b>  <b>Less than 5 = 1</b></p> <ul style="list-style-type: none"> <li>• Occupational Qualification certificate</li> <li>• Trained as a moderator and recognised by NAMB as competent to conduct moderation of trade test.</li> <li>• Must have two years industry experience</li> </ul>	<p>Attach CV's and certified copies of qualifications of the project team including the accreditation letters.</p> <p>The bidder must clearly index and label the CVs.</p>	35



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CRITERIA	EVIDENCE	WEIGHT
<b>Methodology and project approach</b>  <b>Guidelines for evaluation matrix:</b> <ul style="list-style-type: none"> <li>- Proposal is not likely to address the needs of the assignment = 1</li> <li>- Proposal provide an overview of the training requirement addresses some areas of the requirements = 3</li> <li>- Comprehensive proposal addresses all of the requirements, and the project scope can be implemented within the timeframe = 5</li> </ul>	<p>Sound understanding and interpretation of the TOR and project objectives.</p> <p>The bidder must include a detailed methodology demonstrating the plan to deliver on the task or assignment including timelines, task/ role, support required from the department.</p> <p>Reporting requirements reflecting the objective deliverables measurable, payment milestone linked to deliverables, etc.</p>	35
<b>TOTAL WEIGHING</b>		<b>100 POINTS</b>
Minimum threshold on technical evaluation is <b>70 points</b> ( <i>bidders not meeting this threshold will be disqualified</i> ).		

**Phase 3: Price & Preferential goals**

Contract will be awarded in terms of the Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000) and (Preferential Procurement Regulation, 04 November 2022, Gazette Number 47452).

Area	Points
Price	80
Preferential goals	20 Women ownership – 06 points Black ownership - 12 points SMME's (EME or QSE) - 02 points <div style="display: flex; align-items: center; margin-top: 10px;"> <div style="font-size: 3em; margin-right: 10px;">}</div> MAX 20 POINTS </div>

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### **12. REPORTING**

The appointed Service Provider will report to the Director: Tourism Sector Human Resource Development and Governance. The report will and not be limited to Adhoc activities, monthly and close-out or annual report and expenditure report. The Service Provide shall compile the report that will be approved by the Director before it can be sent to the Deputy Director General. The report shall outline among other matters and the status on the implementation of the project.

### **13. RULES OF BIDDING**

The Department of Tourism reserves the right not to award the bid/project/contract.

- The Department of Tourism reserves the right to call for interviews with short-listed bidders before final selection.
- Presentation may be required by the Evaluation Committee for this project, and in that case, the Bidders doing presentation will be evaluated individually on the score sheet by the evaluation panel on the same evaluation criteria.
- The Department of Tourism reserves the right to negotiate price with the preferred bidder.
- A shortlisted bidder, if requested, must be prepared to present evidence of organizational restructuring research experience and institutional capability to conduct a study of this magnitude.
- Late submissions will not be considered.
- A presentation to the bidders outlining certain aspects of the project shall be made by the designated Department of Tourism officials.

### **14. DOCUMENTS TO BE SUBMITTED**

- Company profile and proposals
- Original Tax Clearance Certificate
- Copies of any Shareholders agreement
- ID copies of Shareholder/Directors
- A copy of the current memorandum and articles of association of the company or constitutional documents of the company
- Letter of registration as an assessment centre
- B-BBEE Credentials
- Declaration of interest
- Declaration statement