



stats sa

Department:
Statistics South Africa
REPUBLIC OF SOUTH AFRICA

SPECIFICATIONS

Objectives for the training course:

The objective of the GroupWise course is to enhance staff productivity by obtaining skills for text-based side of their word. These include constructing emails to clients/respondents, Mail Merge, and completing administrative documentation. Compile and make appointments

Specific outcomes of training course:

Upon completion of the course, staff members must have foundational skills in creating, editing, and formatting text-based documents (letters, emails, reports) using tools for font styling, paragraphs, alignment, and page layout. Key features including spell check, templates, Mail Merge, and collaboration tools like track changes.

Below is a list of anticipated training outcomes:

- **Email management:** constructing emails to clients/respondents, Mail Merge, and completing administrative documentation
- **Calendar management:** Sending, receiving and tracking appointments
- **User tools:** Managing contacts, applying filters and organizing mail via cabinets.
- **Archiving:** Creating and managing archive folders
- **Use of menu tools:** Ability to use and understand menu bars

The importance of this training course:

The course will equip staff with knowledge and skills to boost productivity and to enhance professional communication. Other benefits include improved time management and consistent document formatting.

The challenge that the Directorate is facing

The Directorate currently faces limitations due to lack of email communication skills for some staff members, specifically staff members who were transferred to the Directorate through the MPC process. These skills gap negatively impacts on the directorate's ability to fully deliver on the objectives of the Directorate as well as the Chief Directorate.

Preferred training date: February/March 2026

Duration: 3 days

Expected documentation after completion: Accredited Course with a certificate is preferred

NB: Suppliers should be **Quality Council for Trades and Occupations (ECTO)** accredited