

FOR PSA MEMBERS: SOUTH AFRICAN SOCIAL SECURITY AGENCY (SASSA)

17-02-2020

Feedback: SASSA National Bargaining Forum (SNBF)

Occupational-specific qualification: Social Security Sector

The employer reported that the process of registering the Occupational-Specific Qualification for Social Security at the Quality Council for Trades and Occupations (QCTO) has been finalised. The qualification is not an academic qualification but an occupational qualification that will consist of four modules that cover the knowledge, practical and experience components. Employees who complete the course will receive competency certificates. SASSA is engaging the relevant Sector Education and Training Authority (SETA) for recommendation of an accredited service provider that may be procured for the qualification. As this is an employer-driven course, the employer will provide all the support, including time off and study leave, to all employees enrolling for the course.

Comprehensive report: Information and Communications Technology (ICT) Infrastructure

It was previously reported to members that labour at the SNBF requested the employer to report on plans to improve the ICT infrastructure in SASSA in light of the numerous systems that are being introduced in Grant Administration. The employer's presentation was reported to members in previous editions of the *Informus*, however, the employer was called to provide more details and clarity. The concern raised by labour was whether the front-end systems of the Agency are adequate and well capacitated for use. Furthermore, whether SASSA complies with its policy that provides for the maintenance and replacement of end-point devices. The employer reported that it always strives to comply with the policy in maintaining and replacing machines and that when devices are procured the employer ensures that each device complies with hardware specifications that are can meet the demands on its use.

Members will be updated on developments.

GENERAL MANAGER