



Province of the
EASTERN CAPE
EDUCATION

CORPORATE STRATEGY MANAGEMENT

Steve Vukile Tshwete Complex • Zone 6 • Zwelitsha • Eastern Cape • Private Bag X0032 • Bhisho • 5605 • REPUBLIC OF SOUTH AFRICA
Tel: +27 (0)40 608 4661/4537 • Fax: +27 (0)40 608 4574 • Website: www.ecdoe.gov.za email: babalwa.pamla@ecdoe.gov.za

Enquiries: B Pamla

Tel.: 040 6084661/4573

MEMORANDUM

**TO: DEPUTY DIRECTOR GENERALS
ALL CHIEF DIRECTORS
ALL DIRECTORS
ALL EMPLOYEES**

FROM: HEAD OF DEPARTMENT

DATE: 24 NOVEMBER 2020

**SUBJECT: DEVELOPMENT OF POLICIES AND STANDARD OPERATING
PROCEDURES FOR ALL DIRECTORATES**

1. The above matter refers.
2. Please find enclosed electronic templates for the development of Policies and Standard Operating Procedures (SOPs) for use in all the Department's functional areas.
3. The development, review and implementation of policies and SOPs has an important role in channeling decisions, practices in a direction that promotes good governance and execution of line functions' responsibilities. All Branches within the department should have documented policies and standard operating procedures that guide their operations to comply with relevant legislation and regulations.
4. This memo seeks to request that all Branches, Programme Managers and Directorates to embark on a review of policies and SOPs within their applicable line functions. All Chief Directorates should submit their existing policies and plans pertaining to the development of new policies and/or review of existing policies and submit all SOPs relating to their responsibility areas by 11 December 2020.
5. Standard Operating Procedures are a prescribed set of steps to be followed routinely when undertaking line function operations. An SOP contains a written procedure of individual, often sequential, tasks that need to be undertaken. By documenting these steps clearly, in the form of a checklist or other appropriate framework, operational staff have a ready reference of what is expected and can avoid the risk of missing key actions.



6. If SOPs are written down and documented simply, anyone can follow the instructions to make sure the procedure is completed in the same way and to the same standard as the previous time the procedure was carried out.
7. SOPs are important because they capture what are the most efficient and effective ways to perform an operation. They help a Directorate to produce predictable, reproducible results and maintain the quality and consistency of its service, and also offer an opportunity to review where certain steps are no longer relevant.
8. Provincial Treasury has indicated that domestically, COVID-19 has further exacerbated the precariousness of the public finances, which had already reached an unsustainable position before the pandemic. All Directorates are to carefully assess and review their Policies and SOPs and include initiatives and procedures to improve efficiency, realise savings, contain costs and improve value-for-money. A key consideration should be on improving overall productivity of all line functions and ensuring all ECDoE operations are efficient and effective.
9. Having Policies and SOPs in place for each Directorate will also assist in identifying areas of underperformance, identify opportunities for improvement, assist in strengthening internal controls, improve overall organisational effectiveness and improve audit outcomes.
10. The Office of Corporate Strategy Management is available to assist and support all Chief Directorates in the development of Policies and SOPs that are responsive to our changed service delivery environment.
11. For enquiries kindly contact Babalwa Pamla office: 040 608 4661/4537, Cell: 083 671 3811 or email babalwa.pamla@ecdoe.gov.za and Sibusiso Swana on 040 608 4353/071 750 9485 or email sibusiso.swana@ecdoe.gov.za.
12. Your cooperation is highly appreciated.



TS KOJANA
HEAD OF DEPARTMENT: EDUCATION

26/11/2020

DATE