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| **STANDARD OPERATING PROCEDURE** | | | | | | |
| **SOP & PROCESS MAP INFO** | | | | | | |
| **SOP TITLE** |  | | | **PROCESS NAME** |  | |
| **SOP NO** |  | | | **PROCESS MAP NO** |  | |
| **EFFECTIVE DATE** |  | | | **PROCESS OWNER** |  | |
| **PROCESS MAP FILE LOCATION**  *\*Link to File (URL)* |  | | | | | |
| **AREA OF RESPONSIBILITY** | | | | | | |
| **CHIEF DIRECTORATE** |  | | | | | |
| **DIRECTORATE** |  | | | | | |
| **SUB-DIRECTORATE** |  | | | | | |
| **REVIEW** | | | | | | |
| **DESIGNATION** | | **FULL NAMES** | **SIGNATURE** | | | **DATE** |
| **AUTHOR** | |  |  | | |  |
| **REVIEWER** | |  |  | | |  |
| **APPROVER** | | Naledi Mbude |  | | |  |

| **REVISION HISTORY** | | | |
| --- | --- | --- | --- |
| **REVISION** | **DATE** | **PAGE(S)/SECTION(S) REVISED** | **DESCRIPTION OF CHANGE** |
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| **SOP DETAIL** | | |
| **INTRODUCTION** |  | |
| **PURPOSE**  *\*Objectives of the Guideline* | The purpose of this SOP is:   * To ……. | |
| **SCOPE** | This SOP is applicable to the Eastern Cape Department of Education and includes | |
| **STAKEHOLDERS** | | |
| **EXTERNAL** | | **INTERNAL** |
|  | |  |

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| **PROCESS INTEGRATION** | |
| **PROCESS NAME** | **DEPENDECY** |
| *\* This SOP defines the steps / procedures to be followed by the designated Persons/Unit responsible for the activity.*  *\* This process must NOT be read in isolation, but in recognition and cognizance of:*   * *the overall End-to-End process;* * *it’s inter-dependencies (integration points) with other processes; and* * *the impact each process has on the other.* | |
| N/A |  |
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|  |  |

| **IDENTIFIED RISKS** | | | | |
| --- | --- | --- | --- | --- |
| **PROCESS NAME** | **RISK DESCRIPTION** | **PROB­ABILITY (H/M/L)** | **IMPACT (H/M/L)** | **CONTROL DESCRIPTION** |
| *\* Describe any procedure(s) of higher risk than usual. This will alert the staff so that sufficient attention be paid.* | | | | |
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| **PROCEDURE (STEP-BY-STEP GUIDE)** | | | | | |
| **STEP** | **ACTIVITY** | **ACCOUNTABILITY** | **TURNAROUND TIME** | **SUPPORTING DOCUMENTATION** | **SERVICE STANDARD** |
| **1** |  |  |  |  |  |
| **2** |  |  |  |  |  |
| **3** |  |  |  |  |  |
| **4** |  |  |  |  |  |
| **5** |  |  |  |  |  |
| **6** |  |  |  |  |  |
| **7** |  |  |  |  |  |
| **8** |  |  |  |  |  |
| **9** |  |  |  |  |  |
| **10** |  |  |  |  |  |
| **11** |  |  |  |  |  |
| **12** |  |  |  |  |  |
| **13** |  |  |  |  |  |
| **14** |  |  |  |  |  |
| **15** |  |  |  |  |  |
| **16** |  |  |  |  |  |
| **END** | | | | | |

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| --- | --- |
| **ABBREVIATIONS & DEFINITIONS** | |
| **ABBREVIATION** | **DEFINITION** |
|  |  |
|  |  |
|  |  |

| **REFERENCES** | |
| --- | --- |
| **TYPE OF REFERENCE** | **REFERENCE** |
| *\*TYPE OF REFERENCE (e.g. relevant legislation, policies, documents, manuals and handbook systems)* |  |
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