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Enquiries: W Conrad

Business Strategy and Stakeholder Management Minute: 0001/2020

To: Deputy Directors-General, Chief Directors, Directors, Heads: Management and Governance, Heads: Curriculum Support, Circuit Managers, Principals of ordinary public schools and special schools and members of governing bodies

**Subject: 2020 Service Excellence Awards: Call for Entries**

1. The Service Excellence Awards (SEA) is an annual intervention within the Western Cape Government (WCG) which promotes a citizen-centric culture, entrenches professionalism as well as recognises and rewards excellence.
2. History suggests that, despite the Western Cape Education Department (WCED) being the largest department within the WCG, it enters among the fewest number of entries. We need to turn this around by nominating worthy individuals and teams to compete for recognition. All educators, institution- or office based within the WCED, are WCG employees.
3. The Covid-19 pandemic and related risk strategies that need to be adhered to, i.e. social distancing, limitation on group gatherings, face masks and related Occupational Health and Safety protocols, make it extremely difficult to execute the SEA intervention in accordance with the approved framework and within the project timeframe. An alternative approach during 2020 has been required to address the need to acknowledge the efforts of individual employees or within a team context, more so during this time when appreciation will provide motivation and inspiration to our WCG employees.
4. A substitute SEA framework was put in place for 2020 to entrench the WCG value of caring by appreciating and recognising employees in exemplary cases. This is particularly key during this period to help employees build a sense of security in their value to the WCG and to motivate employees to continue their great work.

5. The 2020 SEA applies to WCG employees in recognition of work/service during the **period 01 October 2019 to 30 September 2020**. This timeline takes into consideration the new normal work environment, agility and responsiveness to Covid-19 challenges, which is a deviation from the approved SEA framework recognition period, and which usually focusses on the previous financial year.
6. There are seven categories which can be entered which consist of four categories applicable to individual employees and three categories applicable to teams. Prescribed entry forms are attached.

**Individual categories:**

**Exemplary Leader:** Leaders visibly demonstrating strong leadership, strong management skills and commitment to continuous development;

**Courageous Frontline Employee:** Frontline employee visibly demonstrating commitment to citizen-centeredness;

**Inspiration Support Employee:** Support/Operations (Back Office) employee visibly demonstrating commitment to good governance and administration; and

**Inspirational Innovator:** An employee visibly demonstrating effective innovations and solutions, e.g. improving processes (improved methods for doing work, reducing time spent [lead time reduction], automated solutions), improving client engagements (innovative channels for consulting/informing clients/stakeholders' engagement) and improving cost saving methods.

**Team categories:**

**Barrier Breaker:** Team visibly demonstrating commitment to citizen-centeredness and performance excellence through teamwork across different areas/silos/departments;

**Lead Programme or Project:** Programme or project achievement having a positive impact on service delivery, is cost saving and improving the lives of citizens; and

**Team Ground Breaker/Innovation:** Visibly demonstrating effective innovations and solutions e.g. improving processes (improved methods for doing work, reducing time spent [lead time reduction], automated solutions), improving client engagements (innovative channels for consulting/informing clients/stakeholders' engagement) and improving cost saving methods.

7. Only duly signed, electronic entries will be considered. The closing date for the 2020 SEA entries is **18 December 2020**. Please direct enquiries and submit all electronic entries to the 2020 SEA departmental coordinator [Ebrahiem.gierdien@westerncape.gov.za](mailto:Ebrahiem.gierdien@westerncape.gov.za).

8. Please share the content of this minute with all staff.

**SIGNED:** BK SCHREUDER

**HEAD: EDUCATION**

**DATE:** 2020-11-24