

# BACKGROUND DOCUMENT

HANDING YOU THE FUTURE



STAFF 2011



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## 2 ORGANISATIONAL BACKGROUND

NICDAM (National Institute Community Development and Management) is a well-established educational and development Trust operating through teamwork and partnerships to support individuals, communities, organisations, government and businesses.

NICDAM's mission is to contribute to the development of Southern African communities, through SAQA accredited training programmes, community development programmes, government support programmes and social research.

NICDAM is registered as:

- An educational and development trust on 11/08/1999 with the Master of the High Court-registration number-IT10178/99.
- A non-profit organisation on 18 May 2000-registration number NPO 007-918.
- A fully Accredited Training Provider with SAQA through the HWSETA (No HW592PA05000123), MERSETA and ETDP SETA.
- A Public Benefit Organisation during 2004 - No. 930011671
- A member of Proudly South African during 2004 - No. ME040909/22

## 3 PROGRAMMES

NICDAM offers programmes in the health, social development and educational fields to individuals, communities, government, civil society and business:

### 3.1 ACCREDITED TRAINING

We offer training on site at our training facilities in Centurion, but we mostly train off site at workplaces, institutions and in communities as needed. We have trained all over the country including the most remote areas. Training packages are tailor made to accommodate the needs of learners and organisations. NICDAM presents training through face-to-face (class room), workshop and distance learning methods.

NICDAM is accredited to present the following learning programmes that fall under the HWSETA:

SAQA QUAL ID	QUALIFICATION TITLE	LEVEL	CREDITS	STATUS
49606	GETC: Ancillary Health Care	1	134	Full
64749	NC: Community Health Work	2	140	Full
64149	NC: Occupational Health, Safety and Environment	2	120	Re Registration
49279	NC: Victim Empowerment and Support	2	120	Full
64769	NC: Community Health Work	3	140	Full
49688	NC: Victim Empowerment	3	127	Full
64697	FETC: Community Health Work	4	156	Full
74410	FETC: Public Awareness Promotion of Dread Disease and HIV/AIDS	4	166	Full
49256	FETC: Counselling	4	140	Full
60209	FETC: Child and Youth Care	4	165	Full
49872	FETC: Victim Empowerment Co-ordination	4	146	Full

NICDAM is accredited to present the following learning programmes that fall under the MERSETA:

SAQA US ID	UNIT STANDARDS	LEVEL	STATUS
13203	Counsel workgroup members in respect of HIV/AIDS	5	Full

NICDAM is accredited to present the following learning programmes that fall under the EDTP:

SAQA US ID	UNIT STANDARDS	LEVEL	STATUS
115753	Conduct outcomes-based assessment	5	Full
115759	Conduct moderation of outcomes-based assessments	6	Full

### 3.2 SHORT COURSES & SKILLS PROGRAMMES

- **Victim Empowerment**

NICDAM is registered to present the National Certificate: Victim Empowerment and Support (ID 49279) Level 2 and the National Certificate: Victim Empowerment (ID 49688) Level 3.

In addition to these full qualifications, we conduct training and assessment in the following short courses:

- Bridging course of fundamentals for learners who did not complete Grade 8 (for Level 2)
- Short course: Understanding of and dealing with gender violence
- Short course: Methodology of awareness raising, advocacy and community communication in the field of Victim Empowerment
- Short course: Supporting children and youth victims
- Short course: Personal development and care of the caregiver
- Short course: Identifying and assessing of victims of human trafficking
- Short course: Therapeutic work with victims of violence, violation and human trafficking

- **Trauma Counselling And Management**

NICDAM is registered to present the full qualification of the Further Education and Training Certificate: Counselling (ID 49256).

In addition to the full qualification government officials, lay-counsellors and people working in the social services and health sector can enrol for short courses to advance their counselling skills to be applied in their specific setting.

- **Child & Youth Care**

NICDAM is registered to present the full qualification Further Education and Training Certificate: Child and Youth Care Work Level 4 (ID 60209) in training blocks and workshops. Learners are assisted and mentored in practical work as part of training and assessment.

People who worked in the field of Victim Empowerment for a period of time and completed relevant training courses, can apply for Recognition of Prior Learning

(RPL) to obtain credits towards the full qualification in accordance with their level of knowledge and experience.

NICDAM also presents the following short courses in Child and Youth Care:

- Bridging course for learners who did not complete Grade 12
- Short course: Developmental Assessment of Children and Youth
- Short course: Basic Caring Skills
- Short course: Personal Development and Care of the Caregiver
- Developmental interaction and effective communication with children, youth and families
- Short course: Supporting children made vulnerable by abuse, trauma and exposure

- **HIV & AIDS**

NICDAM is registered to offer the Level 4 qualification 74410: Further Education and Training Certificate: Public Awareness Promotion of Dread Disease and HIV/AIDS.

We also offer a variety of short courses and skills programmes in HIV&AIDS:

- Peer counselling in the workplace
- This course comprises of the US 13203: Counsel workgroup members in respect of HIV/AIDS (Level 5) and the US 114491: Educate and work closely with the community with regard to Sexually Transmitted Infections (STI's) including Human Immune Virus (HIV) & Acquired Immune Deficiency Syndrome (AIDS). (Level 4). The total number of credits is 13.
- Peer education master training in correctional services.
- This course has been developed for the correctional services environment and contains the Level 1 US 14656: Demonstrate an understanding of sexuality and sexually transmitted infections including HIV/AIDS (6 credits).
- Peer education in the workplace , school or community
- This short course also contains US 14656, but is
- HAST (HIV & AIDS, STIs and TB)
- This skills programme contains a number of US concerning HIV & AIDS, STIs, TB and ARV treatment to a total number of 32 credits.

- **Home Based Care**

NICDAM offers the following accredited skills programmes in home based care:

- **HBC**

This course contains the following Unit Standards totalling 28 credits:

US 9827: Assess the client`s situation and assist and support both client and family to manage home based health care (Level 1)

US 260598: Provide support relating to home based care (Level 2)

- **HBC & Palliative Care**

The unit standard US 119565: Assist with Palliative Care is added to the two unit standards in the above short course to make up a total of 34 credits.

- **HIV & AIDS and HBC**

This skills programmes combines the HAST skills programme (mentioned in the HIV & AIDS section) with US 9827: Assess the client`s situation and assist and support both client and family to manage home based health care (Level 1). The total credit is 32.

Short courses can also be compiled according to the needs of clients.



- **Frail Care**

NICDAM offers a short course in Frail Care as well as a skills programme consisting of the following unit standards:

- US117029: Provide care to a frail person that the learner also have the competencies of the following unit standards:
- US 9827: Assess the client's situation and support the client and the family to manage home based health care
- US 119564: Assist the community to access services in accordance with their health related human rights
- US 113966: Identify security, safety and environmental risks in the local environment

- **First Aid**

NICDAM offers a skills programme (5 Days) on First Aid. The Skills Programme is aligned with Unit Standard ID 119567 ( Perform basic life support and first aid procedures) which is a core Unit Standard of SAQA Qualification ID 49606, GETC: Ancillary Health Care and ID 64749 NC: Community Health work.

- **Youth Development**

As a supporter of Youth Development initiatives NICDAM includes young people in our own activities to unlock their potential. Furthermore, we prepare practitioners who are responsible for the development of young adults to designed and develop youth and to integrate them into the working economy and society.

- **Organisational Development And Capacity Building**

NICDAM offers a skills programme consisting of the following 10 modules to non profit organisations:

- Module 1: Personal Development for Managers
- Module 2: NPO Governance
- Module 3: Managing Projects
- Module 4: Sustainable Organisations
- Module 5: Basic Bookkeeping and Financial Management
- Module 6: Human Resource Management
- Module 7: Computer Skills for Managers
- Module 8: Information Management, Monitoring & Evaluation
- Module 9: Networking and External Relations
- Module 10: Communication Skills for Managers

The skills programme contains of 20 unit standards. (88 credits)  
Modules can also be presented as loose standing programmes.

Organisational development is done through the mentoring and coaching of organisational management in addition to the above skills programme. Shorter learning programmes consisting of any of the management focal areas can be combined to suit the needs of organisations.

- **Community Development**

NICDAM offers short courses based on unit standards in community development on levels 1 – 4.

- **Computer Literacy Training**

NICDAM offers an introductory computer skills programme consisting out of the following four modules:

- Module 1: Use a word processing package to produce business documents
- Module 2: Use a spreadsheet package to produce and manage business documents
- Module 3: Use a presentation package to produce business documents
- Module 4: Use a web browser in a business environment

These modules can also be presented as alone standing Short courses depending on the needs and requirements of the learners.

### **3.3 ASSESSMENT & RPL**

Since inception, NICDAM worked towards establishing a fully-fledged Assessment Centre. To date the processes of assessment, moderation and verifications was refined and the complement of assessors and moderators grew rapidly to a point where the Centre deal with more than 1500 -1700 assessments and moderations annually. Seven full time registered moderators and twelve full time assessors ensure timeous and sound assessment practices. This team is supported by part time assessors and moderators when the need arises.

Apart from assessment for own needs, NICDAM is in a position to assess Portfolio's of external training providers who needs assistance in this regard (external assessments).

NICDAM - with the HWSETA – conducted the first large scale Recognition of Prior (RPL) project and brought 2717 learners in the Community Home Based care sector closer to a full qualification. Through this project, NICDAM developed RPL tools and processes which equipped us to conduct RPL assessment against all the unit standards and qualifications that we are registered for.

NICDAM is registered with the ETDP SETA to offer training on Unit Standard 115753 (Conduct outcome based assessment) to enable learners to register with the ETDP SETA as assessor.

### **3.4 MODERATOR TRAINING**

NICDAM is registered with the ETDP SETA to offer training on Unit Standard 115759: Conduct moderation of outcomes based assessment.

### **3.5 LEARNING PROGRAMME / CURRICULUM DEVELOPMENT**

NICDAM designed and developed all the learning programmes for which it is accredited. As a result of our extensive experience in Curriculum development and writing of learning programmes and –materials, NICDAM is in a position to assist organizations in development of own programmes and materials.

We also present a range of Short courses to build the capacity of participants to design and develop Curriculum, learning programmes and learning material. The Short courses form a learning programme consisting of the following units:

- Understanding learning styles and design of learning activities to meet learners needs



- Analysis of unit standards and expected outcomes of learning
- Gathering and selecting of resources and materials to be incorporated into learning materials
- Designing of assessment tools
- Application of a learning programme through learning intervention

### **3.6 MENTORING & COACHING**

Mentoring is an integrated part of NICDAM's training methodology. In addition to our own mentoring programmes, NICDAM can present the following in relation to mentoring:

- Design of a suitable mentoring model
- Selection, screening and orientation of mentors or mentoring organizations
- Building the capacity of mentors and mentoring organizations
- Monitor and evaluate the effectiveness of a mentoring model and interventions

### **3.7 SOCIAL RESEARCH & NEEDS ASSESSMENTS**

- KAPB – surveys around all aspects of HIV/AIDS
- Skills gap analysis and skills audits in the health & welfare sector
- Training needs assessment to inform the development of learning programmes and skills development strategies

### **3.8 MONITORING & EVALUATION**

- Programme / project evaluation
- Organisational audits
- Outcome evaluation including baseline data
- Client satisfaction surveys
- Beneficiaries satisfaction surveys

### **3.9 PROJECT MANAGEMENT**

NICDAM has managed large scale projects on behalf of funders and government departments.

Our project management approach is based on the principle of implementing quality projects in time within allocated budgets. Monitoring and evaluation is built in elements of project management.

### **3.10 SERVICES TO NON PROFIT / CIVIL SOCIETY ORGANISATIONS**

- Printing
- Brand development

## **4 GENERAL MANAGEMENT**

NICDAM is governed by a Board of Trustees consisting of a Managing Trustee and Board Members (total 6) responsible for the development of the Institute's strategic planning, policy development, financial management, new learning programmes and partnerships. The Board further attends to community outreach, provincial partnerships and corporate relationships. The Board also oversees the day-to-day administration, project management, and financial management of NICDAM.

Project teams in the organization are supported by a fully equipped **national office** in Centurion. Well-trained, highly skilled permanent administrative staff



members provide logistical support needed to execute projects successfully. The functions of the national office are extended by **provincial offices** in the Western Cape, Northern Cape, Limpopo, Free State and Kwazulu-Natal.

NICDAM has a range of laser and inkjet printers, high quantity printing machines and collators enables NICDAM to produce courseware and meet all printing needs. We also have in our employ the necessary staff to service the design, layout and editing needs as required in projects.

NICDAM employs 48 full time and 15 temporary staff members (total 63). We are supported by a number of technical experts and consultants as well as provincial partners. The equity profile is representative reflects the demographics of South Africa on all levels including management.

Financial management of the organization is done in terms of the South African auditing standards and audited financial statements are available. NICDAM employs the services of a full time on site registered accountant supported by a well trained financial team. The external auditors provide oversight and monitoring.

For contracts and legal matters, NICDAM has the services of an on-site Attorney at its disposal.

## 5 QUALITY MANAGEMENT

Total quality management is integrated in NICDAMs management system in line with the prerequisites for SAQA registration. Project monitoring and evaluation is part of the total quality management policy and forms an integral part of all projects and programmes. Policies are reviewed regularly.

NICDAM complies with the Department of Labour's requirements and all relevant legislation.

## 6 EQUAL OPPORTUNITY

85% of NICDAMs staff members are from previously disadvantaged population groups. The different language groups represented in our organisation gives an indication of how diverse we are: Sepedi, Afrikaans, Ndebele, Xhosa, Tsonga, Sesotho, Zulu, Setswana, Swazi and English.

We have a strong culture of team work since all of our projects require a collective effort. Team members are selected on the grounds of ability but staff members are also given opportunities to participate in projects that they enjoy and feel passionate towards.

We endorse and practice equity in the workplace as a basic human right. The Board of Trustees consists of 6 people, of which four is women and three are from previously disadvantaged groups.

NICDAM staff members are provided with opportunities to grow and develop. There are several examples of staff members who had been appointed as



administrative assistants, drivers, facilitators and project support officers and progressed by means of personal and professional development to positions such as project managers and senior managers/trustees. Currently 12 of the 18 management positions are occupied by previously disadvantaged staff members. New employees are mentored in order to ensure they are supported and receive the guidance needed.

A flexible structure brought about by diverse projects (research, training, project management, policy development, learning programme development, assessment and moderation) allows employees to gravitate towards the functions and work that they show talent and natural ability for and which they enjoy.

Staff members are also strongly supported to enhance their own development and careers through formal study.

Apart from ensuring that staff members are knowledgeable and up to date with relevant subject information by means of in service training, attendance of conferences and workshops, NICDAM has funded accredited assessor training for 20 and moderator training for 5 of the of the current staff members. 26 staff members also underwent accredited facilitator training. These qualifications do not only benefit the organisation, but are very valuable in terms of the career development of the individual staff members.

## 7 CODE OF CONDUCT AND PROFESSIONAL ETHICS

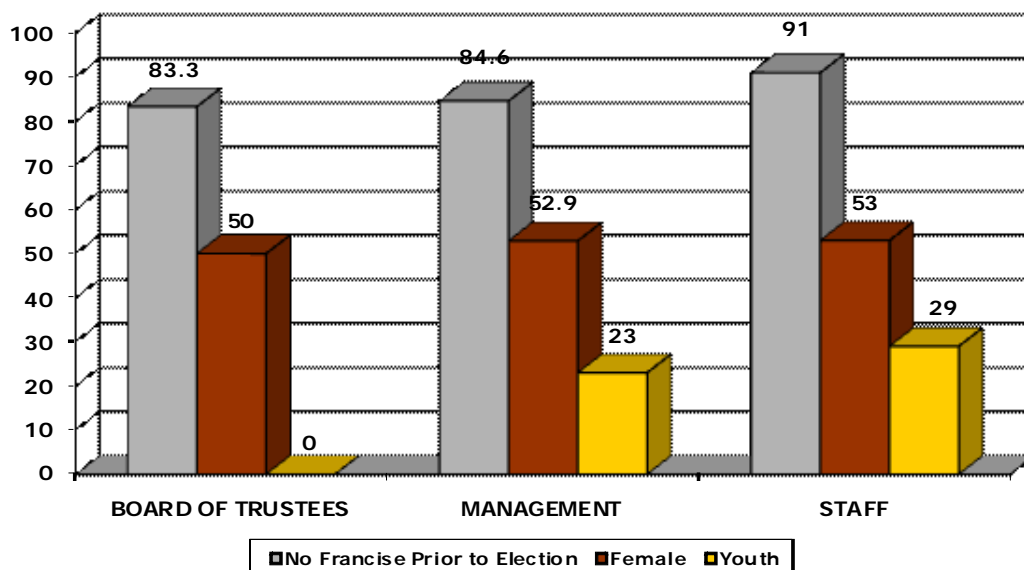
NICDAM ascribes to and supports the principles of the Public Service Anti-Corruption Strategy 2002 and, furthermore, applies the applicable parts of the Public Service Commission’s Code of Conduct for Public Servants. NICDAM also implements the Practical Guide to Ethical Dilemmas in the Workplace issued by the Public Service Commission. NICDAM has a Code of Ethics for all Trustees, staff and facilitators which are implemented and monitored.

## 8 PROFILE OF THE ORGANISATION

### 8.1 BOARD OF TRUSTEES

Name	Date/Position occupied in enterprise	Date RSA citizenship obtained	*HDI Status			*Non-HDI status	% HDI
			No franchise prior to elections	Women	Disabled		
A.S LE ROUX	Trustee 1999	RSA by birth	Yes	Yes	No	No	16.7%
C.KLEINGELD	Trustee 1999	RSA by birth	Yes	Yes	No	No	16.7%
S.C LE ROUX	Trustee 1999	RSA by birth	No	No	No	Yes	0%
D. MOLEKE	Trustee 2003	RSA by birth	Yes	Yes	No	No	16.7%
P.T. KHUMALO	Trustee 2007	RSA by birth	Yes	No	No	No	16.7%
M.W. MORASWI	Trustee 2007	RSA by birth	Yes	No	No	No	16.7%

## 8.2 EQUITY PROFILE



## 9 STRATEGIC ALLIANCES

NICDAM has strategic alliances / partnerships with the following organisations to support project implementation:

<ul style="list-style-type: none"> <li>• Soul City</li> </ul>	<ul style="list-style-type: none"> <li>• Meropa Communication</li> </ul>
<ul style="list-style-type: none"> <li>• University of Port Elizabeth (HIV/AIDS Centre).</li> </ul>	<ul style="list-style-type: none"> <li>• Train Experience</li> </ul>
<ul style="list-style-type: none"> <li>• Ochre Communications</li> </ul>	<ul style="list-style-type: none"> <li>• Land Services of South Africa</li> </ul>
<ul style="list-style-type: none"> <li>• Ragoga Support Services.</li> </ul>	<ul style="list-style-type: none"> <li>• FAMSA Limpopo</li> </ul>
<ul style="list-style-type: none"> <li>• Choice Trust</li> </ul>	<ul style="list-style-type: none"> <li>• Lifeline</li> </ul>
<ul style="list-style-type: none"> <li>• Thabiso NGO</li> </ul>	

## 10 LIST OF FUNDING AND CLIENTS

NICDAM acknowledges and greatly appreciates the support of the following funders and clients without whose contributions, the implementation of projects would not have been possible.

ORGANISATIONS	INTERNATIONAL FUNDING/CLIENTS
<ul style="list-style-type: none"> <li>• Soul City</li> <li>• National Youth Development Agency (NYDA)</li> <li>• SAIF</li> <li>• De Beers Fund</li> <li>• Save the Children</li> <li>• Catcha (Catholic Health Care Association)</li> </ul>	<ul style="list-style-type: none"> <li>• United Nations office on Drugs and Crime (UNODC)</li> <li>• IOM (International Office on Migration)</li> <li>• British High Commission</li> <li>• Japanese Embassy</li> <li>• European Union</li> <li>• Bristol Myers Squibb Foundation</li> <li>• Botswana Police Services</li> <li>• CORDAID</li> <li>• DFID</li> </ul>

<b>TRAINING AUTHORITIES</b>	<b>GOVERNMENT</b>
<ul style="list-style-type: none"> <li>• HWSETA (Health and Welfare Seta)</li> <li>• MERSETA</li> <li>• EDTP SETA</li> </ul>	<ul style="list-style-type: none"> <li>• South African Reserve Bank</li> <li>• Department of Trade and Industry</li> <li>• Department of Education (Western Cape, Gauteng)</li> <li>• Department of Social Services (National, Western Cape, Gauteng, Northern Cape, Limpopo &amp; Free State)</li> <li>• Department of Health (National, Gauteng, North West, Northern Cape, Limpopo &amp; Free State)</li> <li>• Department of Land Affairs</li> <li>• Khayalami Metropolitan Council</li> <li>• Ekurhuleni Metropolitan Council</li> <li>• Dept of Safety &amp; Liaison (North West)</li> <li>• South African Police Services (Limpopo)</li> <li>• South African Civil Aviation Authority</li> <li>• Public Services Commission</li> <li>• Department of Labour</li> </ul>
<p style="text-align: center;"><b>BUSINESS</b></p> <ul style="list-style-type: none"> <li>• De Beers</li> <li>• Sanlam</li> <li>• Escom</li> <li>• Metropolitan Life</li> <li>• Termo 2000 (Pty) Ltd.</li> <li>• Vleissentraal (Pty.) Ltd.</li> <li>• ABB Powertech (Pty.) Ltd.</li> <li>• Trespaphan (Pty.) Ltd.</li> <li>• Group 4 (Pty.) Ltd.</li> <li>• Meropa Communications (Pty) Ltd.</li> <li>• Glaxo Welcome (Pty.) Ltd.</li> <li>• Associated Motor Holdings (Pty) Ltd.</li> <li>• Harmony Mines</li> </ul>	

## **11 EXPERIENCE AND CAPACITY**

### **11.1 TRAINING**

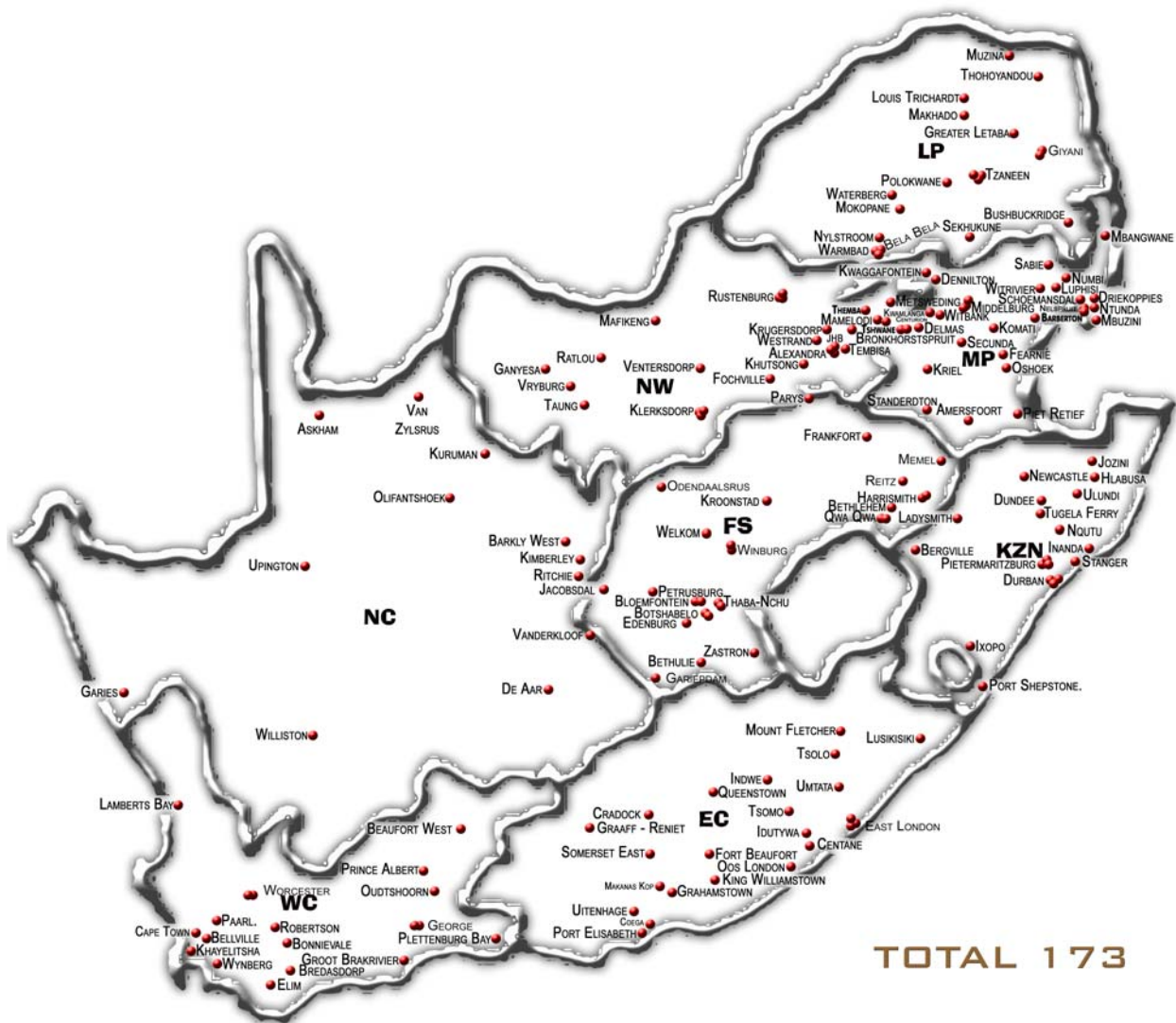
NICDAM is a well-established and experienced training provider operating nationally. We have trained more than 16,000 individuals in a variety of short courses and learning programmes since our inception in 1999:

- 4,773 learners obtained SAQA credits for unit standards
- 1,136 learners obtained full SAQA qualifications

Currently:

- 1,920 learners are enrolled in short courses
- 1,369 learners are enrolled in skills programmes and qualifications

## 11.2 TRAINING SITES



## 11.3 LARGE SCALE PROJECTS

NICDAM has undertaken the following projects with 500 and more learners/participants/beneficiaries:

1. The development of an Integrated Trauma Service Delivery Model to capacitate Civil Service Organisations and integrate intervention services to all victims commissioned by UNODC and the Department of Social Development. 1870 government officials (including social workers) and 308 CSO members have been trained and are being mentored nationally in integrated trauma counselling and coaching. (2010/2011)
2. Recognition for Prior Learning Assessments on 1000 home base care workers nationally for the HWSETA in 2006. This project included the development of a National database of Home Base Care Workers as well as a comprehensive skills audit on all carers resulting in a recommendation report for the upgrading of Home Based Care training.
3. Limpopo Department of Health and Social Development (Ancillary Health Care Level 1) in Sekhukhune and Bohlabela districts (2006/7) – 600 learners
4. Department of Labour (EPWP Lifeskills) Mpumalanga province (2006) – 1 373 learners.
5. National Department of Social Development MSP Limpopo, Eastern Cape – Capacity Building (2006/7) - 540 learners.

6. National Department of Social Development Victim Empowerment (2005) - 700 learners.
7. National Department of Health – Khomanani 1 (2003/4) – 1 230 learners.
8. National Department of Health – Khomanani 2 (2005/6) – 1 300 learners.
9. Northern Cape Department of Social Development – Victim Empowerment (2005 - 2007) – 450 learners.
10. Department of Labour (EPWP Lifeskills) Eastern Cape Province (2007) – 607 learners.
11. Department of Labour (EPWP Lifeskills) Mpumalanga Province (2007) – 503 learners.
12. Department of Labour (EPWP Lifeskills) Free State Province (2006) – 631 learners.
13. Department of Labour (EPWP Lifeskills) Limpopo Province (2004) – 695 learners.

## 11.4 PROJECTS RELATED TO VARIOUS FIELDS:

### 11.4.1 Home Based Care/Care Work

- **The Department of Health's** prescribed home-based care training (59 days) course was presented by NICDAM to 80 HIV/AIDS home care workers.
- NICDAM was also appointed by the **Limpopo Department of Health** to develop the Ancillary Health Care Qualification Level 1 and present training to 600 care workers in the Sekhukune and Bohlabela districts.
- The **Limpopo Department of Social Development** appointed NICDAM to present the Community Care Worker qualification Level 1 to 200 carers in Sekhukune, **Limpopo**.
- **Gauteng Department of Health** appointed NICDAM to conduct RPL assessment of 350 Community Care Workers on Level 3 and to present top up training on Level 3 to these carers,
- **BMS Secure the Future Foundation** funded a research project to determine the needs of primary and secondary carers of children living with HIV and AIDS. The project included a study to determine the needs of caregivers in providing care and the development and delivery of a capacity building programme to both primary and secondary caregivers. The project sites represented rural and urban communities (Soweto, Hlabisa, Tembisa)
- NICDAM executed a tender awarded by the **Departments of Health** and Social Development to document 18 best practice case studies (two per province) in Home/Community Based Care in the country, to develop a documentation framework and to train Departmental representatives in documenting best practices. (2004/2005)
- NICDAM has been appointed to present a skills programme in Home Based Care by **Cathca** to organisations in Mpumalanga and Sekhukune Limpopo.

### 11.4.2 Child and Youth Care

- In Limpopo Provinces NICDAM trained 70 learners and 20 officials in the level 4 qualification (2010/2011).
- NICDAM was contracted by the Departments of Health and Social Development of the Free State to train 500 learners in the Level 4 Child & Youth Care qualification (2010/2011).
- A skills programme was also developed and offered to 20 officials in Kroonstad as per contract with the Department of Social Development of the Province.



- Save the Children contracted NICDAM to train 178 C&YCWs in Free State in the Level 4 qualification. The roll out of this training has been unfolding and will take place throughout 2011.
- Social workers in the **Khayalami Metropolitan Council** area were trained in Foster Care Practice

### 11.4.3 HIV and AIDS

- The **South African Reserve Bank** appointed NICDAM to present HIV and AIDS counselling to its Head Office staff and employees at all the provincial branches. (2008-2010)
- NICDAM was appointed by the **Department of Labour** as a lead provider for providing HIV training in the Expanded Public Works Programme (EPWP) nationally.(2006)
- NICDAM, in a consortium with Meropa, Thuhlo, Johnnic and Soul City, were awarded the National tender for the role of Government's Khomanani – HIV and AIDS campaign by the **Department of Health**. (2006/7)
- The **Department of Social Development** has contracted NICDAM to develop an HIV and AIDS Programme to manage HIV and AIDS in child and youth residential care facilities. (2005)
- NICDAM executed a tender (**National Department of Health**) to review the minimum standards for HIV and AIDS Lay Counselling and to develop an accreditation process and national database for lay counsellors and counselling sites. (2005 – 2007)
- NICDAM, together with the Universities of Stellenbosch, Port Elizabeth and UNISA, were awarded the tender by **National Department of Health** for the training of ART-sites for the implementation of the comprehensive plan for treatment, care and support in the Eastern Cape, Northern Cape and North West provinces. (2006)
- NICDAM were appointed by the **Limpopo Department of Health** to present a ART-training programme to 250 doctors, nurses and staff. (2004/2005)
- HIV/AIDS courses for FET College students in Business Studies and Educare on all levels (NIC, NSC, N4 to N6) that are being presented at colleges throughout the country.
- NICDAM was a team member of the workgroup that assisted the Unit for Social Behaviour Studies in HIV/AIDS at **Vista University** in the development of the curriculum for the Honours Degree in HIV/AIDS. This qualification has been offered by Vista (now UNISA) since 2000.
- An HIV/AIDS course for Early Childhood Development Practitioners designed by NICDAMs HIC (HIV Infant Care) Programme was used by the **ECD Standards Generating Body (SAQA)** as the guideline to develop unit standards for an accredited elective in ECD qualifications on levels 1 and 4.
- NICDAM has been seconded to the **SGB for Psychology** to develop unit standards and qualifications in lay counselling.
- In partnership with **Vista University**, training to government on integration of HIV/AIDS in planning was presented to 325 government and Local government officials.
- NICDAM is appointed as a preferred training partner of **Soul City** and presents courses for HIV/AIDS training to government, business and NGO sectors on behalf of Soul City.
- NICDAM developed and presented HIV/AIDS community mobilisation workshops to five groups of rural community leaders for the **Soul City/Old Mutual REDI programme** in three provinces.

- HIV/AIDS in Prisons training was developed and presented to senior officials in the **Department of Correctional Services**, Western Cape and Peer-Education training to prisoners in 6 provinces.
- HIV/AIDS care and support programmes were developed and presented to the **Department of Land Affairs**.
- Nurses and auxiliary health care staff of the **Khayalami Council** (Phomolong, Esangweni and Winnie Mandela) were trained in HIV/AIDS and counselling.
- A capacity building programme in mobilising rural communities to address HIV and AIDS as well as training programme for Trade Unions. This project was commissioned by the Soul City/Old Mutual Partnership for the **Old Mutual REDI** (Rural Economic Development Initiative).
- In the Western Cape, NICDAM has presented HIV/AIDS training to Grade R educators of the **Department of Education's** ECD practitioners and for the Dept. of Social Services, as well as staff members and children of the Rosendal Children's Institution.
- NAPWAs provincial coordinators were trained on Health Rights and HIV/AIDS Advocacy.
- Workplace programmes were offered to Associated Motor Holdings, Workforce (Pty.) Ltd, Petzitakis (Pty) Ltd., and to Durban and Pinetown Colleges.

#### 11.4.4 NPO Capacity Building, Mentoring and Project Management

- **National Department of Social Development** appointed NICDAM to develop a SAQA unit standards based skills programme for Organisational Management of Home/Community Based Care Organisations to be used as the standardised national training programme for these organisations.
- **DFID/Department of Social Development** appointed NICDAM to pilot the Organisational Development and Management Capacity Building and Mentoring Programme for the Eastern Cape and Limpopo provinces as part of the HIV/AIDS Multisectoral Support Programmes.
- **Bristol-Myers-Squibb Secure the Future Foundation:** NGO Institute Pilot Programme. NICDAM was appointed to develop the capacity building and mentoring programmes for the North West and Northern Cape provinces. The aim of the project was to build management, governance and leadership capacity in promotion of the sustainability of rural organisations.
- The **National Department of Health** (N.G.O Funding Unit) appointed NICDAM to develop the Governance and Leadership of nationally funded N.G.O's based in KwaZulu-Natal and Gauteng provinces
- NICDAM was jointly appointed by **Umsobomvu Youth Fund**, National Youth Service and Limpopo Department of Health and Social Development to project manage the Community Care Worker Youth Service Project Limpopo Province.
- NICDAM was further appointed by **Umsobomvu and PPHCFS** to mentor and develop the capacity of local Free State provincial training providers to implement the Level 3 training throughout 3 districts in the Free State province.
- **The Department of Social Development Western Cape** appointed NICDAM to implement a capacity building programme supported by a mentoring programme for community-based HIV/AIDS organisations.
- NICDAM was appointed by the **Department of Health**, through Meropa Communications in **Khomanani 1** to conduct capacity building workshops nationally for community radio stations and community leaders in HIV/AIDS Communication.

- NICDAM, in consortium with Meropa, Thuhlo, Johnnic, and Soul City were appointed in the **Khomanani 2** – campaign to conduct capacity building workshops in all 9 provinces. This included the selection of 1350 community members divided into 30 teams to operate on community level.
- **The Department of Social Development** (Northern Cape Province) appointed NICDAM to present capacity building workshops to NGO's working in the Victim Empowerment field in the Francis Baard district.
- NICDAM was appointed by the **Gauteng Department of Education** to train 230 school leaders on issues of leadership, conflict resolution and wider lifeskills.
- **Department of Social Development** appointed NICDAM to train Victim Empowerment practitioners (government and social sector) in the implementation of programmes in seven provinces.
- **Temba Lesizwe (European Union funded project)** provided funding to NICDAM to develop a capacity building programme for crisis centres at SA Police stations in the Northern Cape.
- **NICDAM** was appointed by NPOs in South Africa to assist on various levels with their organisational development i.e:
  - **GGASA (Girl Guides Association of South Africa)** General management of all the GGASA projects were conducted as well as brand development and implementation including public relations and external stakeholders (donors and partners).
  - **Santa – Mata (Mpumalanga Province)** The development of an Integrated Fundraising and communication strategy including conducting capacity building workshops. A full corporate communication brand strategy was developed.
  - **Little Eden Society** - The development of an Integrated Marketing and Communication strategy as well as the set up a fundraising & communication department which included the recruitment, screening, training and coaching of the fundraising team members. The staff was mentored with the implementation thereof for the period of the contract.
  - **NAPWA's** national management was trained by NICDAM on Project Management and advocacy skills.
  - **Randjieslaagte Old Age Home** appointed NICDAM to build the management capacity of the organisation through the HWSETA.
  - **MSSA (Multiple Sclerosis South Africa)** appointed NICDAM to implement an advocacy, fundraising and event strategy.
  - **Stoffberg Hoërskool** appointed NICDAM to develop and implement a fundraising strategy.
  - **Reformed Church of South Africa** appointed NICDAM to develop a communication and fundraising strategy which included the set up and capacity building of a voluntary fundraising team.

#### 11.4.5 Faith Based Organisations and Southern African Churches

The vital role of the faith based sector in the generating of values and morals, as well as the ability of the church to create an environment where productivity, initiative and interactive leadership flourish, is fully acknowledged by NICDAM; therefore a programme to build the capacity of South African churches was established. The DAC (Development through South African Churches) programme focuses on:

- Building pastoral and leadership capacity in African churches.
- Development of effective communication strategies.
- Developing interventions to address needs of communities and congregations.



- Implementation and management of HIV/AIDS care and support programmes through the structures of the church

Training was presented to 230 pastors in Ekurhuleni, Moretele, Bushbuck Ridge, GaRankuwa and Ganyesa.

#### 11.4.6 Victim Empowerment and Human Trafficking

NICDAM introduced Victim Empowerment as a field of specialization in 2003 and executed the following programmes and projects:

- The development of an Integrated Trauma Service Delivery Model to capacitate Civil Service Organisations and integrate intervention services to all victims undertaken for **UNODC and the National Department of Social Development**. 1870 government officials (including social workers) and 308 CSO members have been trained and are being mentored nationally in integrated trauma counselling and coaching. (2010/2011)
- **The National Department of Social Development** in partnership with the **IOM** appointed NICDAM to develop the Rehabilitation Programme for the Victims of Human Trafficking. (2010)
- **IOM** appointed NICDAM to present training on the above mentioned rehabilitation programme to shelters across South Africa.
- **The National Department of Social Development** appointed NICDAM in 2005 to present training of officials in Victim Empowerment and Trauma Support. The training was presented in 7 provinces. (2005)
- **Themba Lesizwe** funded NICDAM to build the capacity of volunteers and NGO's in Northern Cape (Francis Baart District) to provide information and lay-counselling to victims at crisis centres and other service points. Based on the success of the project, funding was extended and the project was rolled out in the North West province.(2006 – 2007)
- **The Provincial Department of Social Services and Population Development** of the Northern Cape Province appointed NICDAM to present a training and mentoring programme to extend the capacity in the non-governmental sector. The project was presented in all districts in the province.(2007 – 2009)

#### 11.4.7 SADC-Countries

The **Botswana Police Service** appointed NICDAM to develop and present Emergency Call Centre operations and Management to senior management.

#### 11.4.8 Local Government

- More than 3 600 counsellors and officials have trained in the one-year **Certificate course in Local Government Administration and Management**, which were developed jointly between NICDAM and UNISA and are being offered in partnership with UNISAs ABET Institute.
- NICDAM was appointed by the **Khayalami – Metropolitan Council** in co-operation with the Gauteng Provincial government to develop the Community Justice programme and it was jointly implemented by the town councils of Edenvale, Tembisa and Kempton Park.
- NICDAM was awarded a tender by the **North West Department of Safety and Liaison** to develop a training programme to mobilise local crime prevention programmes at municipalities. During this process 21 Local Municipalities, ward committees, NGO's, officials and councillors were trained.



- NICDAM was appointed by the **University of Pretoria** to develop the training program and training material for the Gauteng Health Department training of ward health committee members.
- NICDAM was appointed by the **Ekhurhuleni Metropolitan Council** to train local ministers, pastors and clergymen in the implementation of community projects through church structures.
- NICDAM was appointed by die the **City of Johannesburg** to train 180 Early Childhood Development – teachers in the management of HIV and AIDS in preschools.
- NICDAM was appointed by the **City of Tshwane** to train peer educators in HIV and AIDS.
- NICDAM presented the **Soul City HIV/AIDS train – the – trainer** course to various officials at Attic-clinics in Tshwane.
- Nurses and auxiliary health workers from **Khayalami Metropolitan Council** were trained in HIV and counseling.
- **The Department Safety and Liaison** (North West Province) also awarded NICDAM the tender to assess the capacity of local authorities in the North West to implement crime prevention programmes and to present capacity building training during workshops to Counsellors, Public Safety officers and members of SAPS.
- **Training in Local Government Finances** was offered to Counsellors and Town Treasures in Port Elizabeth on behalf of SALGA covering the relevant aspects of budgets and tenders.
- NICDAM developed the training curriculum as well as the courseware for the Community Justice Programme, which was implemented under the auspices of the **Gauteng Provincial Government** through the **Khayalami Metropolitan Council** and focused on capacity building Social Crime Prevention teams at a community level.
- NICDAM was appointed by the **Department of Social Development, along with Vista University** to present a capacity building training for government officials on the integration of HIV/AIDS in planning. This course was presented to 325 government officials.
- **The Ekhurhuleni Metropolitan Municipality** was assisted with pre-employment screening and personnel audits to prevent corruption in the recruitment and appointment of personnel.
- **The Gauteng Association of Local Authorities** requested NICDAM to provide Anti-corruption advice, consulting services and training to local authorities in Gauteng as and when required.

#### 11.4.9 National and Provincial Government

- **The Public Services Commission** awarded NICDAM the tender to develop the design and implementation of the National Public Services Anti-Corruption Hotline. The tender required an in depth understanding of the South African Anti-corruption context and it was further necessary to develop an integrated business model, system components, case management system, security provisions, protocols as well as an integrated marketing and communication system to launch the National Anti-Corruption Hotline.
- **The South African Reserve Bank** appointed NICDAM to train their forensic investigation teams in forensic interrogation techniques in order to strengthen their actions to curb money laundering.
- The **South African Reserve Bank** also appointed NICDAM to present HIV and AIDS peer counselling and education training to staff.

- NICDAM provided equipment to the **Gauteng Provincial Government:** Directorate Security Services to curb communication interference during tender meetings and to minimise possible external interaction.
- **The Department of Safety and Liaison** (North West Province) awarded NICDAM the tender to conduct a National Crime Prevention Strategy Progress Evaluation in the province and to compile a research report with recommendations for effective provincial roll-out.
- **The Department Safety and Liaison** (North West Province) also awarded NICDAM the tender to assess the capacity of local authorities in the North West to implement crime prevention programmes and to present training during workshops to Counsellors, Public Safety officers and members of SAPS.
- Temba Lesizwe (European Union funded project) provided funding to NICDAM to develop a capacity building programme for crisis centres at **SA Police stations** in the Northern Cape.
- **The Department of Social Development** (Northern Cape Province) appointed NICDAM to present capacity building workshops to NGO's working in the Victim Empowerment field in the Francis Baard district.
- NICDAM assisted the **Department of Trade and Industry** to develop an organisational framework for its Operational Committee, as well as to establish a corporate Secretarial at national level.
- The senior management of the **South African Police Services (Limpopo)** was trained on legal aspects and the integration of HIV/AIDS in departmental planning.
- NICDAM developed the training curriculum as well as the courseware for the Community Justice Programme, which was implemented under the auspices of the **Gauteng Provincial Government** through the Khayalami Metropolitan Council and focused on Social Crime Prevention at a community level.
- NICDAM was appointed by the **Department of Social Development, along with Vista University** to present a capacity building training for government officials on the integration of HIV/AIDS in planning. This course was presented to 325 government officials.
- HIV and AIDS and counselling training was developed and presented to senior officials in the **Department of Correctional Services** in the Western Cape.
- NICDAM was appointed by the **Gauteng Department of Education** to train 230 school leaders on issues of leadership, conflict resolution and wider life skills.
- The **Department of Local Government and Housing of the Northern Cape** appointed NICDAM to develop a disaster management plan for the province.
- **Department of Social Development** to train Victim Empowerment practitioners in seven provinces.

#### 11.4.10 Development Communication

This department has conducted development communication and public relations work for: the Nederduitsch Hervormde Kerk Synod, Nederduitsch Hervormde Kerk Bejaardesorg, Nederduitsche Hervormde Susters Vereniging, SANTA, MSSA (Multiple Sclerosis South Africa), Girl Guides South Africa (GGASA), Stoffberg High School, Little Eden, SAIF (South African Institute of Fundraising), MCC (Meropa Communication Consortium), BMS (Bristol-Myers Squibb), VISTA University, Department of Health, Department of Land Affairs and the Department of Health.



#### 11.4.11 Social Research

- **Secure the Future Foundation:** NGO capacity building-organisational audits were conducted on 40 NGOs in North West and Northern Cape
- **Department of Social Services Western Cape:** Organisation audits of 12 NGOs
- **Umsobomvu Youth Fund:** Organisation audit on ARC (Agricultural Research Council) and the National Emerging Red Meat Producers Organisation (NERPO)
- **CORDAID:** Organisation audit and skills gap analysis on staff of St. Joseph's Care & Support Trust
- **Girl Guides Association of South Africa:** Public relations and stakeholder survey
- **South African Federation of Mental Health:** Communication and perception survey
- **APD (Association for the Physical Disabled):** Development communication audit was conducted regarding APD's "Barrier Breakers" project's position in the disability sector.
- **Department of Safety and Liaison North West Province:** Research the extent and implementation of the National Crime Prevention Strategy on all levels of government.

#### 11.5 LEARNING PROGRAMME DESIGN

A wide variety of curricula and learning materials have been designed and developed by NICDAM. All the training programmes (formal and informal, accredited and non-accredited) presented by NICDAM have been designed and developed in house.

In addition:

- The **Department of Education** North West (Danida – Project) appointed NICDAM to present a training programme in the development of learning programmes at F.E.T colleges in the North West Province. Standardized learning materials and assessment tools for the HIV and AIDS component of the Life Skills training in the EPWP training.
- Training courses in HIV and AIDS for **FET College students** in Business Studies and Educare on all levels (NIC, NSC, N4 to N6) which have been presented at colleges throughout the country.