

**TRAINING MANUAL FOR
GAPSKILL/SKILLS AUDIT
SYSTEM**



**cooperative
governance**

Department:
Cooperative Governance
REPUBLIC OF SOUTH AFRICA

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1. BACKGROUND

The GAPSKILLS system serves as a platform for capturing employee profile information for municipal employees. It also provides a baseline information on individual municipal staff competencies profiles (skills, experience, and educational background) to match against the occupational post requirements in order to identify competency gaps and to determine appropriate skills development interventions.

The Chief Directorate: Information and Communications Technology Management will redevelop the current GAPSKILLS solution, upgrade the existing database and redesign the user interface in-house/internally. The system will build data integrity, collaboration, robust security, easy accessibility and functionality around the best content in the DCOG and Local Government space.

The development will employ a scrum approach because it is an Agile methodology that delivers value quickly and transparently throughout a project. Scrum is ideal for completing complex and innovative projects that require frequent feedback and changes. Scrum also has benefits such as higher quality, productivity, and user satisfaction, as well as lower costs and better employee morale.

2. PURPOSE

The purpose of this document is to provide help and guidance on how to use the GAPSKILL system.

3. WHAT IS IT REPLACING?

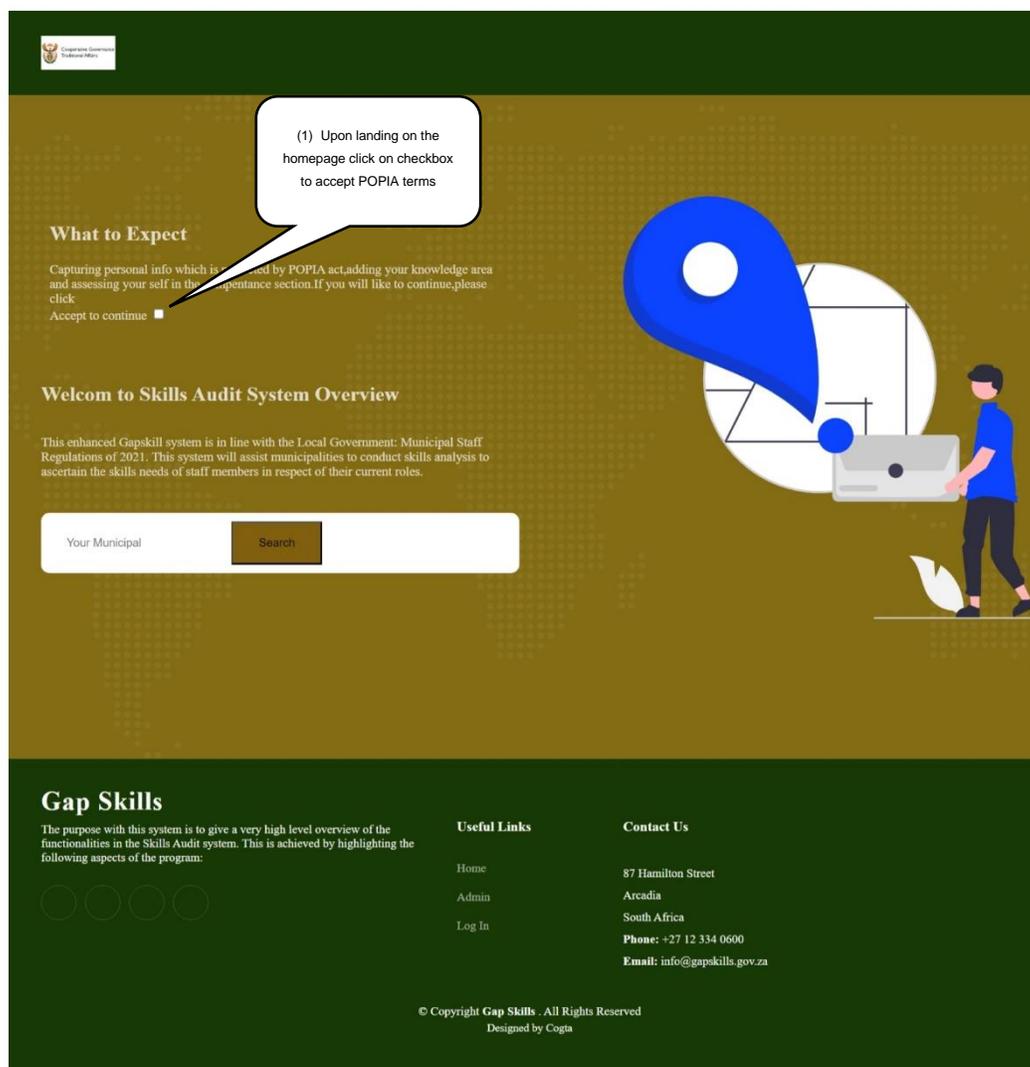
It is replacing the business process, rules of the old system and aesthetics (Look & Feel).

4. WHO CAN UTILISE THE NEW GAPSKILL

1. Municipal employees including managers
2. Municipal administrators
3. Provincial administrators
4. National administrators

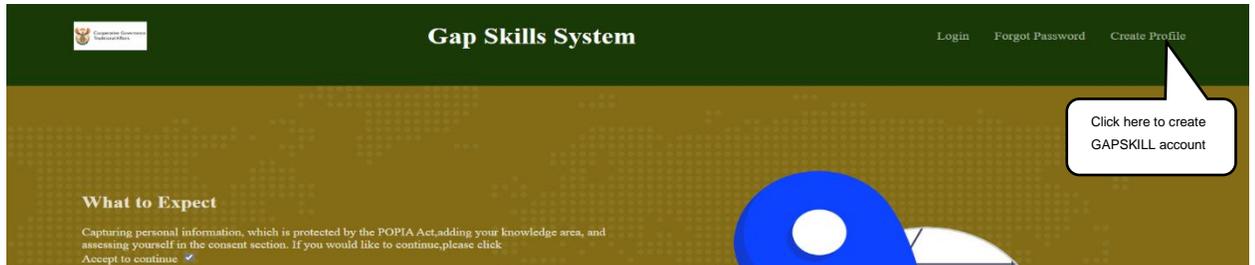
5. HOW TO ACCESS GAPSKILL SYSTEM

1. Go to <https://gapskillsuat.azurewebsites.net/> in your browser.
2. Upon clicking on the link above, the landing/home page below will launch.



The screenshot shows the landing page of the Gapskill System. At the top left is the logo of the Cooperative Governance and Traditional Affairs (CoGTA) Department. A callout box with a white background and a black border points to a checkbox in the 'What to Expect' section. The callout text reads: '(1) Upon landing on the homepage click on checkbox to accept POPIA terms'. The 'What to Expect' section contains the text: 'Capturing personal info which is required by POPIA act, adding your knowledge area and assessing your self in the competence section. If you will like to continue, please click: Accept to continue'. Below this is a 'Welcome to Skills Audit System Overview' section with a paragraph: 'This enhanced Gapskill system is in line with the Local Government: Municipal Staff Regulations of 2021. This system will assist municipalities to conduct skills analysis to ascertain the skills needs of staff members in respect of their current roles.' A search bar is present with the placeholder text 'Your Municipal' and a 'Search' button. The footer contains the 'Gap Skills' logo, a description of the system's purpose, 'Useful Links' (Home, Admin, Log In), and 'Contact Us' information (87 Hamilton Street, Arcadia, South Africa, Phone: +27 12 334 0600, Email: info@gapskills.gov.za). Copyright information at the bottom reads: '© Copyright Gap Skills . All Rights Reserved. Designed by Cogta'.

3. User will be prompt to click checkbox of POPIA terms, system would activate, and display create profile, log in and reset password link then "user click create profile link".



4. Upon clicking on the create profile link above, the window below will launch to create profile.

Create Profile

Please register your personal information, POPI Act is also practiced on this system. Create your profile to utilize the system

Province <input type="text" value="Eastern Cape"/>	District Municipality <input type="text"/>
Municipality Type <input type="text" value="--Select Metropolitan Type--"/>	Local Municipality <input type="text"/>
Metropolitan Municipality <input type="text"/>	Access Code <input type="text" value="Access Code"/>

SA Citizen Yes No

South African ID/Passport <input type="text" value="Enter RSA Identity Number"/>	Password <input type="text" value="Enter Password"/>
Email Address <input type="text" value="Enter Email Address"/>	Confirm Password <input type="text" value="Confirm Password"/>

Already have a profile? [Login here](#)

Passwords must have at least one non letter or digit character.
Passwords must have at least one lowercase ('a'-'z').
Passwords must have at least one uppercase ('A'-'Z').
Passwords must be at least 6 characters.

To create account, user will be prompted to select province, municipality type or metropolitan municipality, district and local municipality, SA citizen and enter RSA identity number. Lastly to create logging in user credentials, user enter email address as a username, create password, match, and confirm password then click submit button.

5. After user created an account and click submit button, the system will display account confirmation status, send the account verification to the email address user provided when registering an account then user will be asked to go to their email address and confirm account.

Create Profile

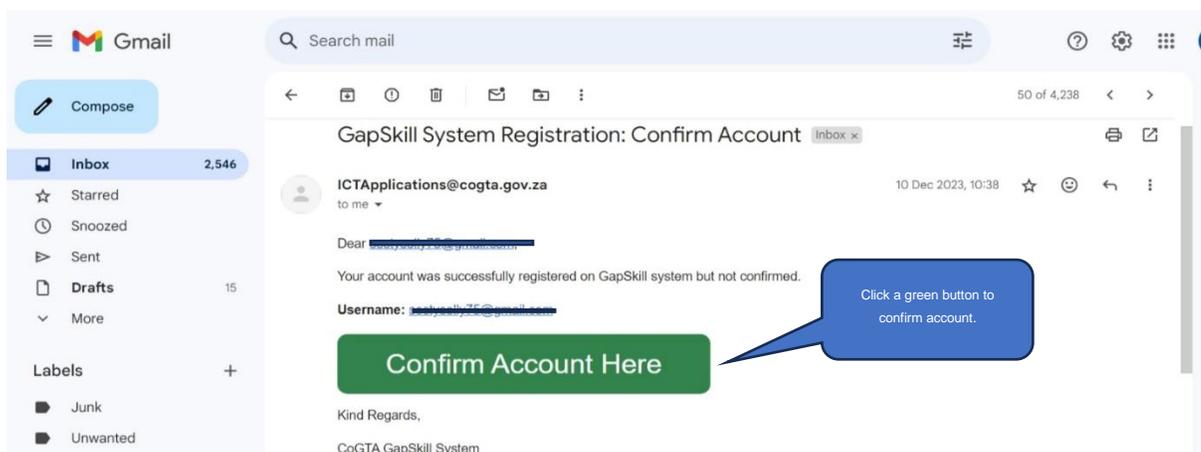
Please register your personal information, POPI Act is also practiced on this system. Create your profile to utilize the system



SUCCESS: SUCCESSFULLY SUBMITTED

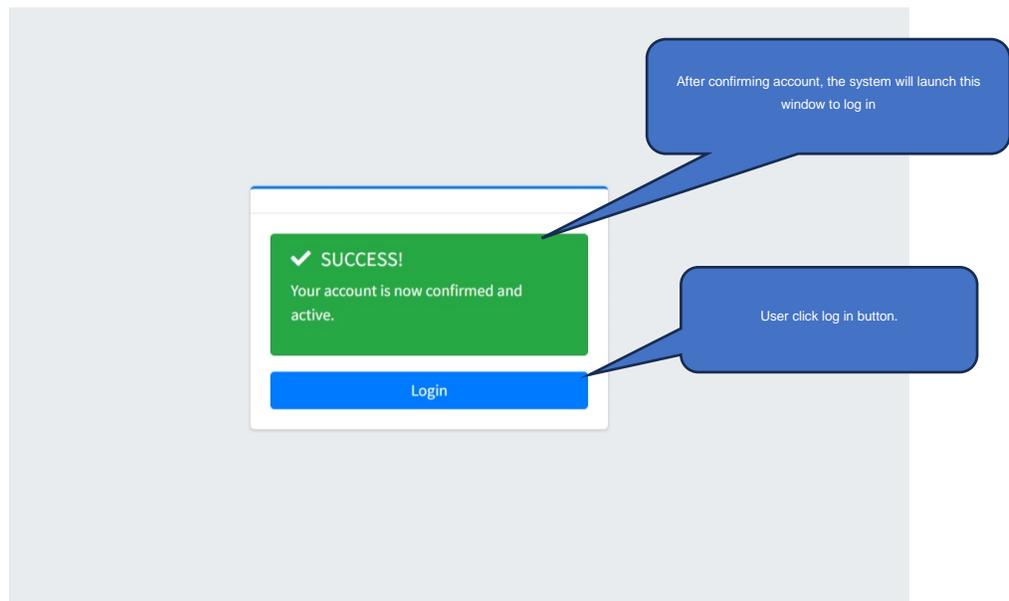
A confirmation link was sent to sostysolly75@gmail.com. Please check your email inbox and confirm/activate your account.

Create New Profile



The screenshot shows a Gmail interface with a search bar and a list of folders on the left. The main content is an email from ICTApplications@cogta.gov.za dated 10 Dec 2023, 10:38. The email subject is 'GapSkill System Registration: Confirm Account'. The body text reads: 'Dear [redacted], Your account was successfully registered on GapSkill system but not confirmed. Username: sostysolly75@gmail.com'. A green button labeled 'Confirm Account Here' is visible at the bottom of the email body. A blue callout bubble points to this button with the text 'Click a green button to confirm account.'

6. Click log in button to gain access to the system, User will then be prompt to enter username and password. These credentials are the same as that of your email credentials.

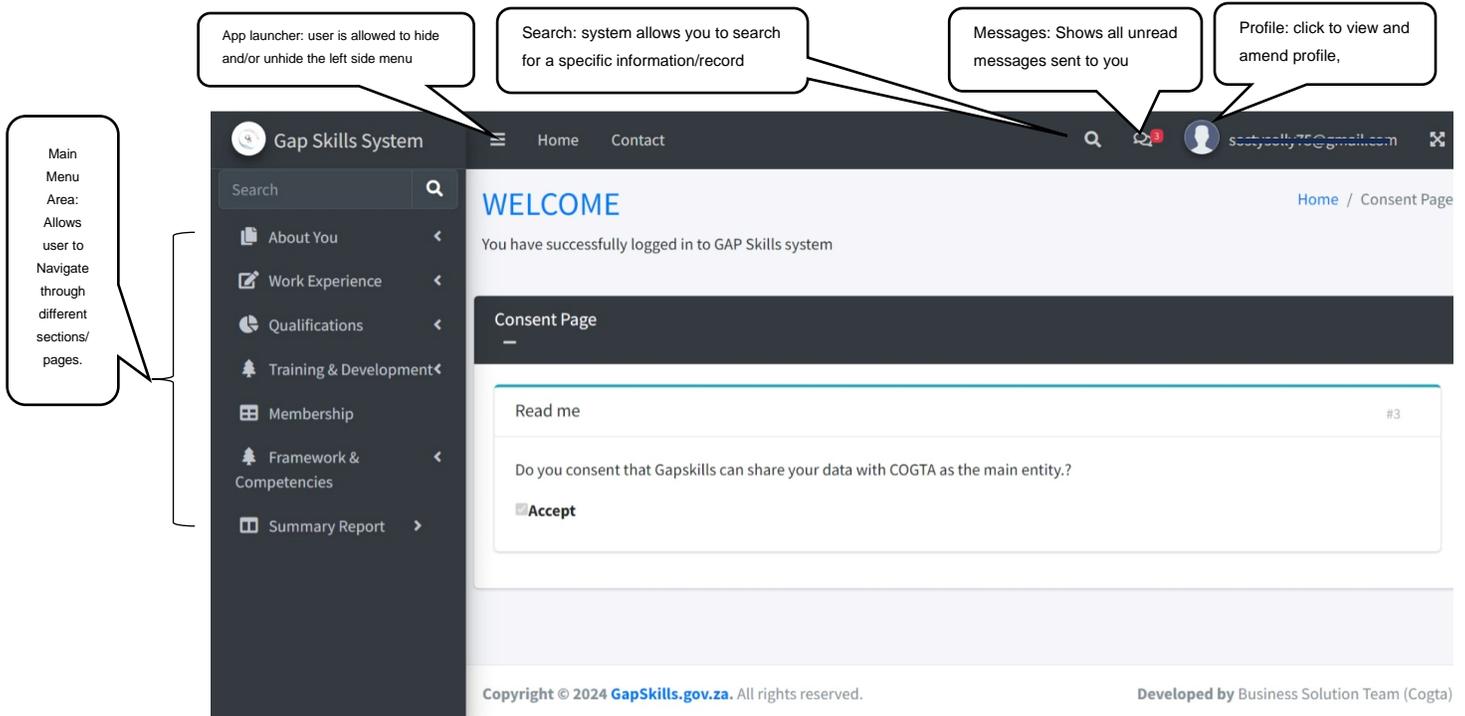
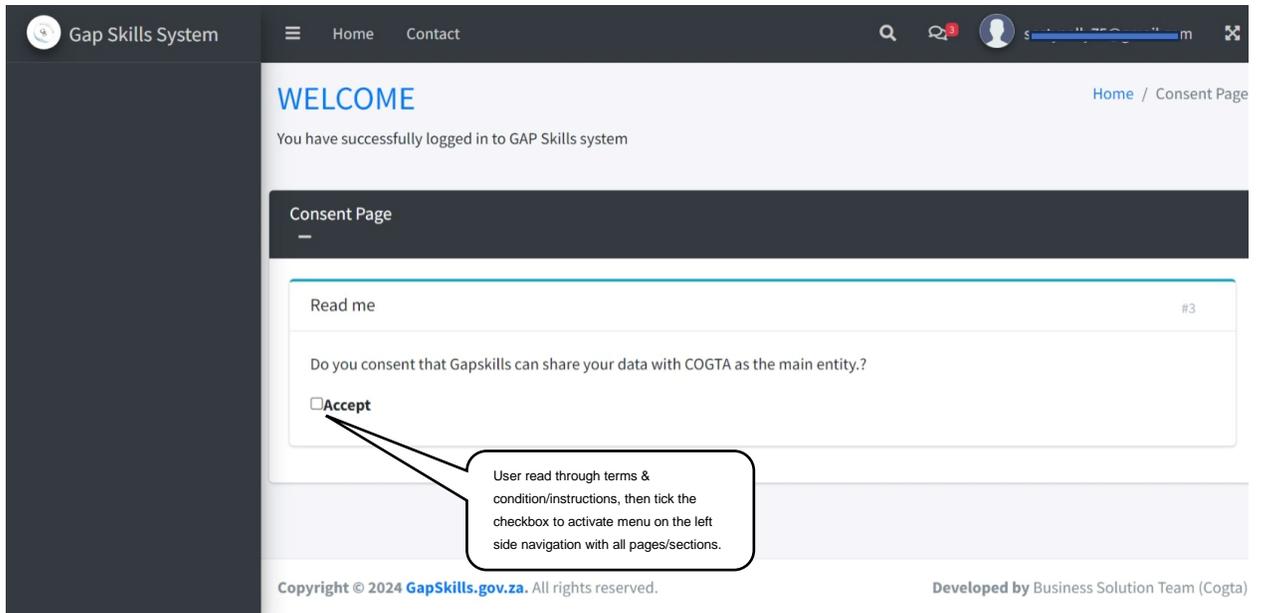


To log on, type in your user credentials as shown in the figure above. These credentials are the same as that of your email credentials.

The image shows a login form titled "Login" with the subtitle "Enter your Username and Password". It contains two input fields: "Email Address" with an envelope icon and "Password" with a lock icon. Below these is a "Remember Me" checkbox and a blue "Login" button. At the bottom, there are links for "I forgot my password" and "Create Profile". Three callout lines point from the right to the form: one to the "Email Address" field with the text "Type your username.", one to the "Password" field with the text "Type in your password.", and one to the "Remember Me" checkbox with the text "If the user needs the".

system to remember their login details they must check the remember me Checkbox.

7. After user click the log in button above, the system will launch the window below and upon logging in the user will land on the welcome/home page.



The screenshot shows the 'Gap Skills System' interface. At the top, there is a dark navigation bar with a search icon, a notification bell with '3' alerts, and a user profile icon. Below this is a light blue header with 'WELCOME' and a message: 'You have successfully logged in to GAP Skills system'. A dark sidebar on the left contains menu items: 'About You', 'Work Experience', 'Qualifications', 'Training & Development', 'Membership', 'Framework & Competencies', and 'Summary Report'. The main content area shows a 'Consent Page' with a 'Read me' section and a consent checkbox labeled 'Accept'. A user profile dropdown menu is open, showing options: 'Change Password', 'Permissions', 'View Profile', and 'Log Out'. The footer contains copyright information for 2024 and the developer 'Business Solution Team (Cogta)'.

System title bar.

Home tab: tab or button in an that returns user to the home section.

Contact section: user view contact details of support team.

Click username link.

Minimise and maximise the screen.

Upon clicking in username link, user is able to change password.

Profile: click to view profile and amend profile.

This is for administrators to manage user access rights.

To Logout of the system : click log out button.

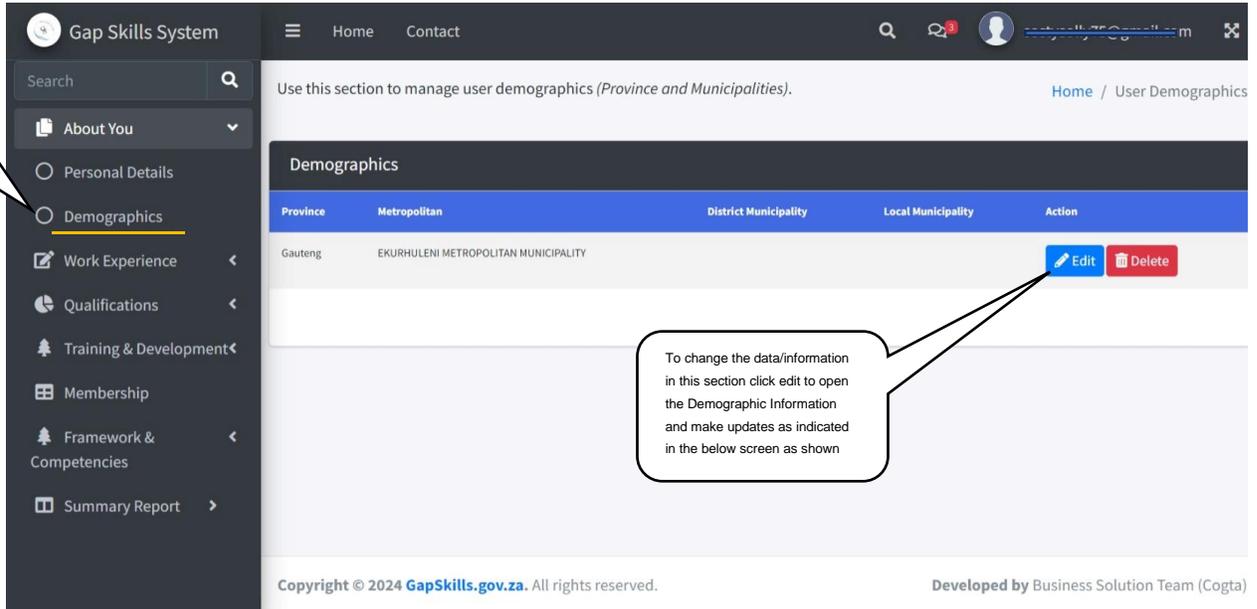
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- Click "About you" section, select personal details link and user will be prompt to capture and complete profile/personal details.

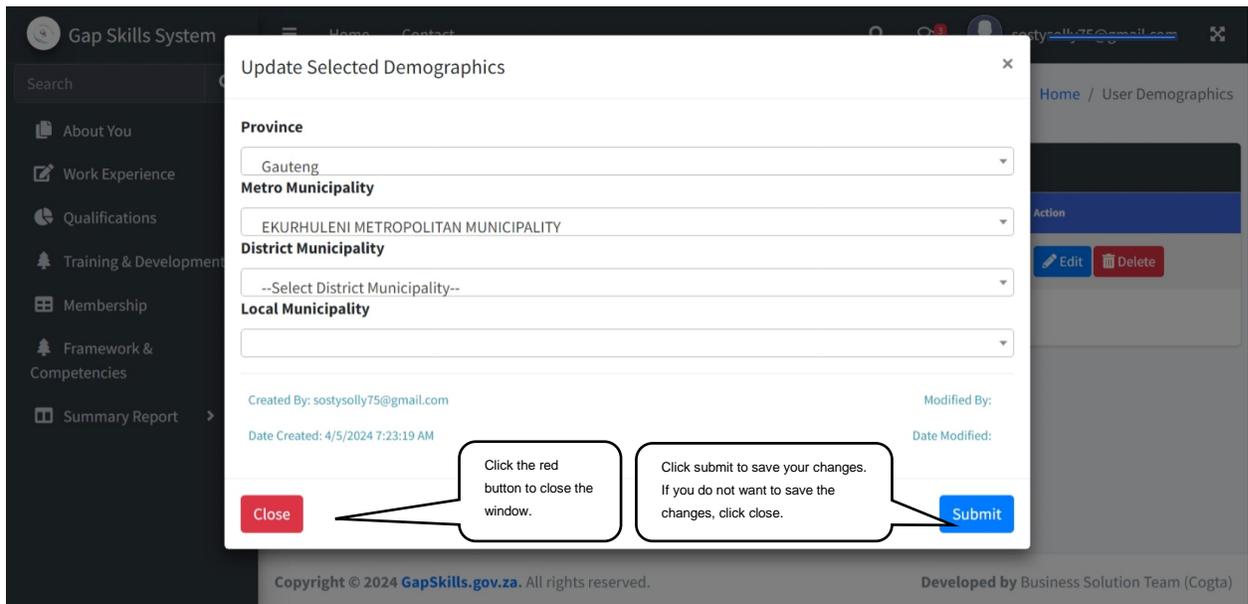
The screenshot displays the 'Personal Details' form in the Gap Skills System. The left sidebar contains a navigation menu with 'About You' expanded, showing 'Personal Details' as the active section. The main form area is divided into two columns: 'Personal' and 'Contacts'. The 'Personal' column includes fields for Employee Number, Surname, First Name, and Second Name. Below these are fields for ID Number (8901014800081), Passport Number, and Ethnicity (with radio buttons for African, White, Coloured, Indian, and Other). Further down are fields for Gender (Male), Home Language (Afrikaans), Professional Driving Permit (PrDP) (Yes/No), Disability (Yes/No), Nature Disability (None), and Marital Status (Divorced, Married, Single, Widowed). The 'Contacts' column includes fields for Cell Number, Tel Number, Email Address (sostysolly75@gmail.com), and Fax Number. At the bottom of the form, there is a 'Save' button and a metadata section showing 'Created By: sostysolly75@gmail.com' and 'Date Created: 4/5/2024 7:23:19 AM'. A callout box points to the 'Save' button with the text: 'Click save button to save the personal information.' Another callout box points to the 'ATTACHMENTS' section with the text: 'Attach any supporting documents that may be required. Supporting documents are not mandatory.' A third callout box points to the 'Audit trail' section with the text: 'Audit trail section: used to verify and track all kinds of transactions.'

9. Click the **Demographic Information** link as indicated in the screenshot on the left. After clicking the link, the Demographic Information window will be displayed as indicated below.

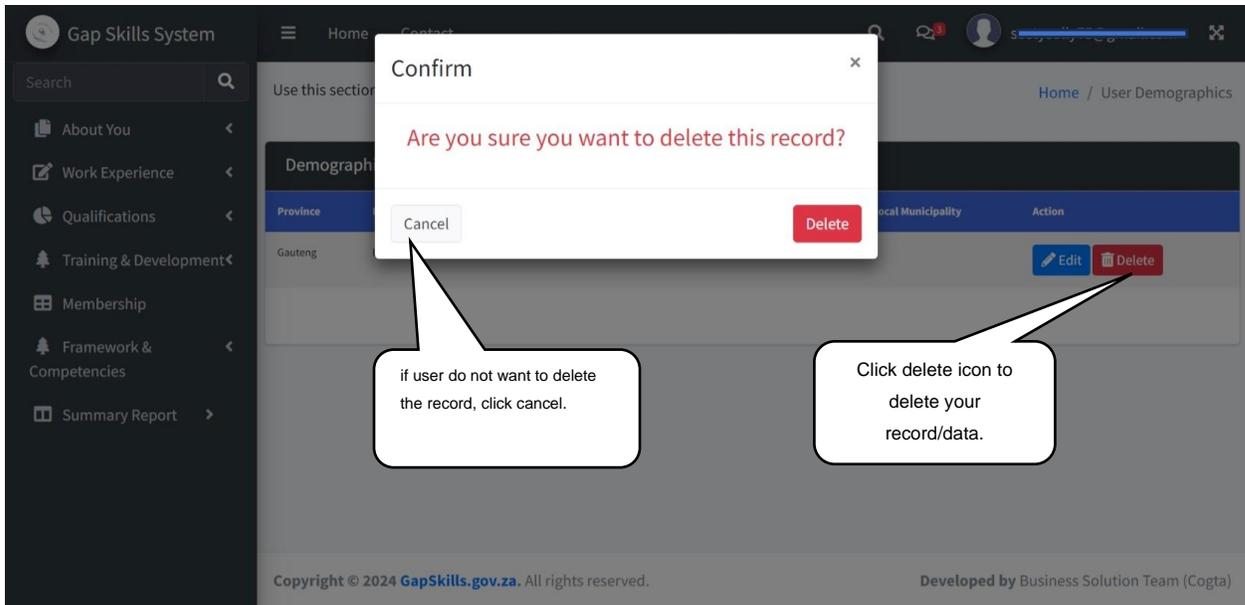
Click demographic link to view and amend the information/details.



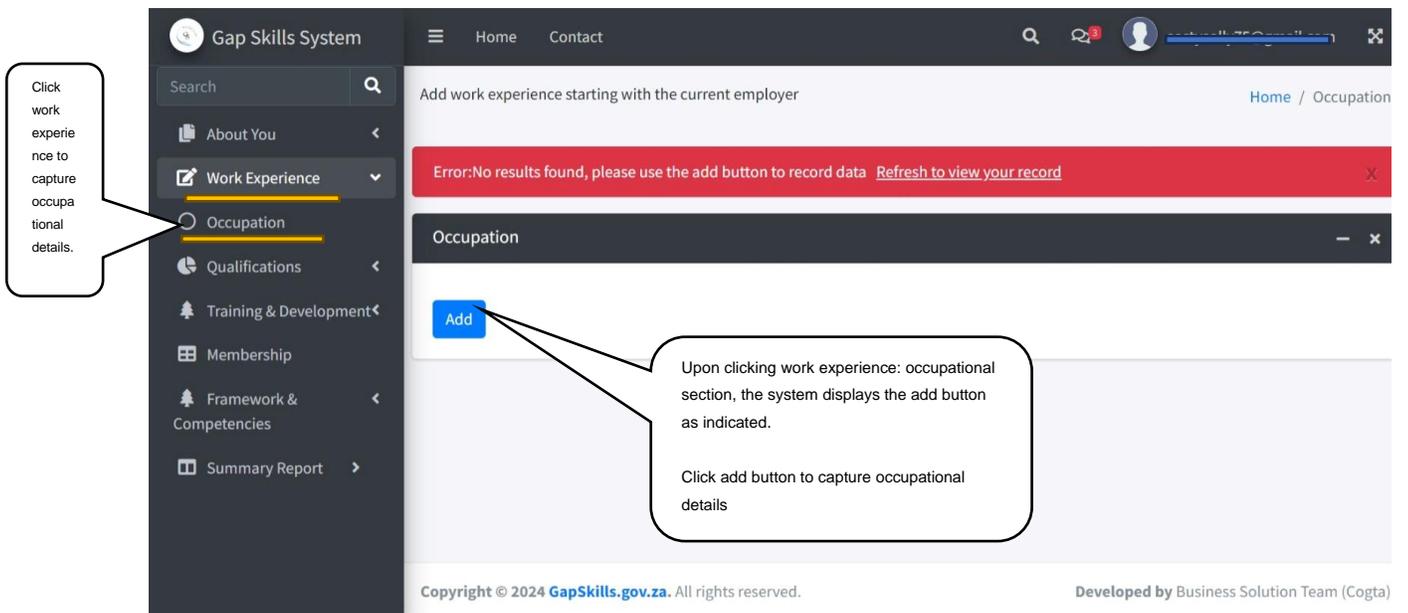
Upon clicking the edit icon, the below screen will be displayed to make updates.



Upon clicking the delete icon, the below screen will be displayed to confirm if you are really deleting a saved record.



10. **Click the Work Experience link to capture occupational details** as indicated in the screenshot on the left. After clicking the link, the following window will be displayed as indicated below.



Upon clicking the add button, the following window will be displayed, and user must start capturing required information.

The screenshot shows a modal window titled "Add New Record" with the following fields:

- Employment Status: Radio buttons for Current and Previous.
- Sector: Dropdown menu with "--Select A Sector--".
- Occupation Title: Dropdown menu with "--Select Occupation Title--".
- Name of Functional Unit: Dropdown menu with "--Select Your Functional Unit--".
- Contract type: Dropdown menu with "--Select Your Employment Type--".
- Departments: Dropdown menu with "--Select Your Municipal Division--".
- Post Level: Dropdown menu with "--Select Post/Task Level--".
- Years Of Experience: Dropdown menu with "--Select Years Of Experience--".
- Start Date: Text input with a calendar icon.
- End Date: Text input with a calendar icon and a "yyyy-MM-dd" placeholder.

Callouts:

- A red "Close" button at the bottom left with a callout: "If you do not want to save the information, click close."
- A blue "Save" button at the bottom right with a callout: "You can now click save in order to save your information/changes."

The screenshot shows the "Gap Skills System" interface. A green notification banner at the top states: "Work experience has Successfully been saved Refresh to view your record". Below this is a table titled "Occupation" with the following data:

Employment Status	Sector	Occupation Title	Functional Unit	Contract type	Departments	Post/Task Level	Experience	Start Date:	End Date:	Action
Previous	Public	ACCOUNTANTS	Waste Management	Permanent employee	Office of the Mayor	5	4-5	1/9/2023 12:00:00 AM	12/15/2023 12:00:00 AM	[Add] [Edit] [Delete]

Callouts:

- "Add" button below the table: "Click add button to add more experience details"
- "Refresh" link in the notification banner: "Click refresh link to view your captured record."
- Pen icon in the Action column: "Click pen icon to edit the saved record."
- Dustbin icon in the Action column: "Click dustbin icon to delete the saved record."

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11. Click the **Qualifications** link as indicated in the screenshot on the left. After clicking the link, the **Basic and Higher Qualifications** pages/window will be displayed as indicated in picture below and click add button to capture basic qualification details.

Click qualification link to capture basic education

Click add button to capture new record of basic education details.

Click choose file button to upload proof of qualification related/linked to the record you captured.

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Click qualification link to capture higher education details.

Click add button to capture new record of higher education details.

Click choose file button to upload proof of qualification related/linked to the record you captured.

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After clicking add button, the system will display the form below as indicated.

If you do not want to save the information, click close.

You can now click save to save your information/changes.

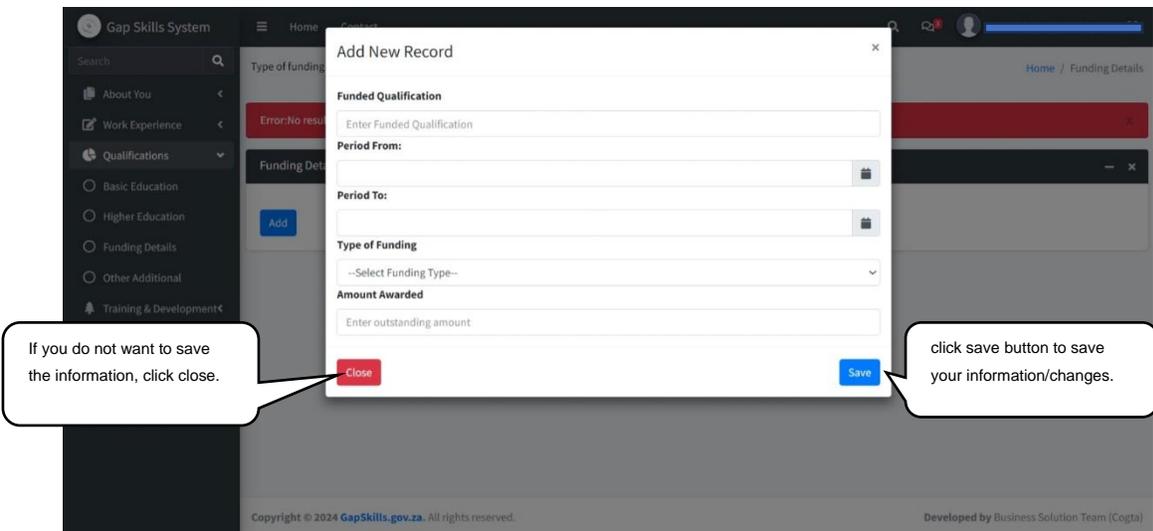
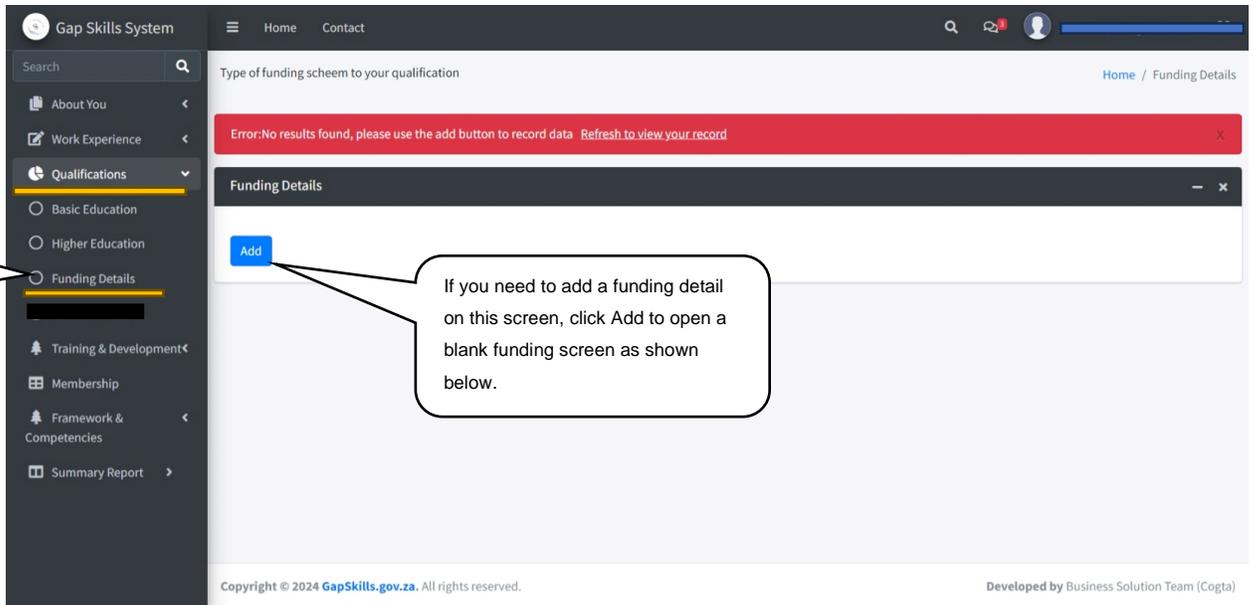
Click refresh link to view your captured record.

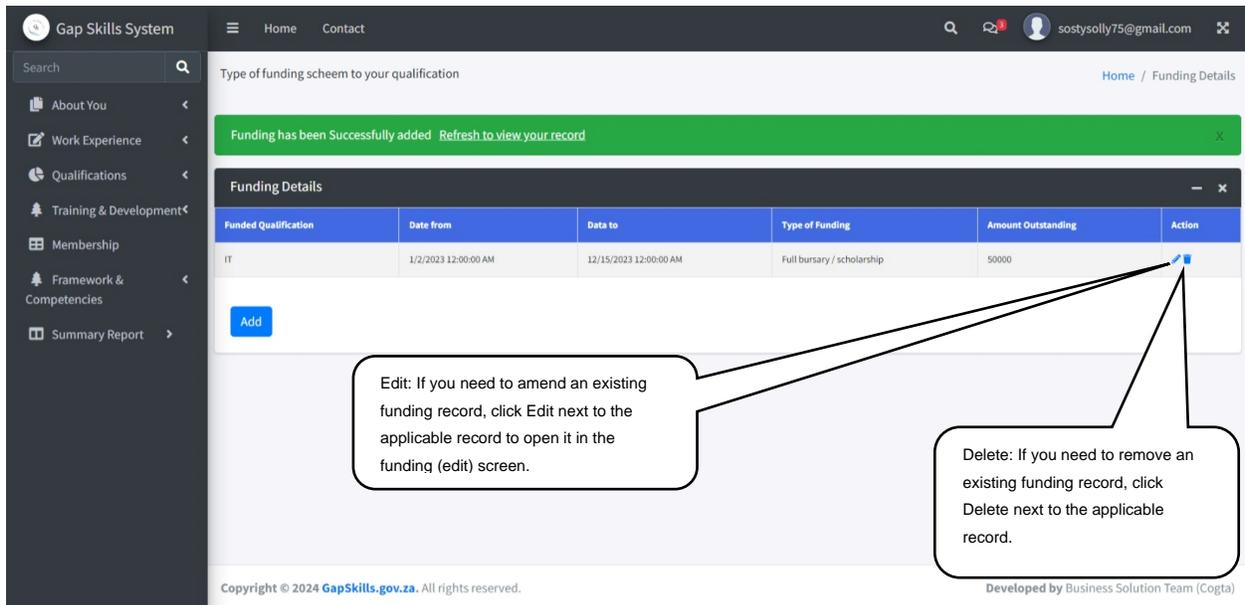
Edit: If you need to amend an existing qualification record, click Edit next to the applicable record to open it in the Qualifications (edit) screen.

Delete: If you need to remove an existing qualification record, click Delete next to the applicable record.

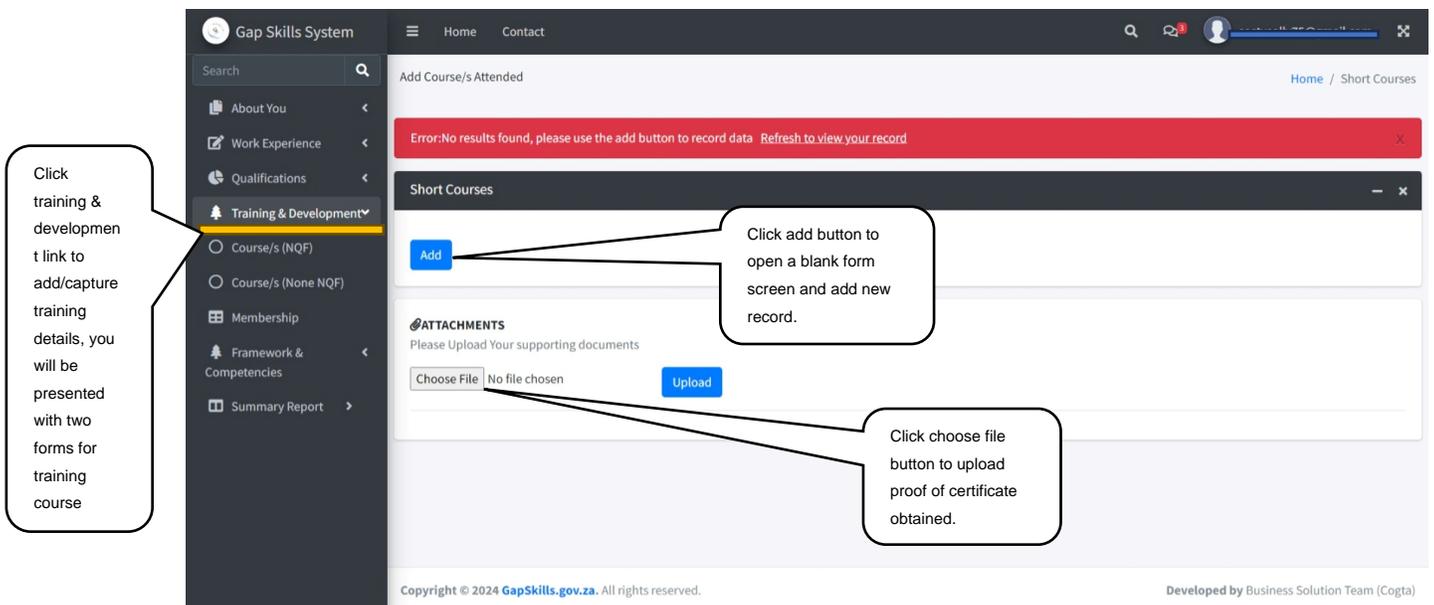
Learning Type	Institution Name	Qualification Type	Qualification Name	NQF level	Major Subjects	Start Date	Date Completed	Achievement Status	Funded	Action
Full Time	University of Angola	Bachelors Degree	ABET Level 3		ddd	Achieved	Yes	12/13/2023 12:00:00 AM	1/30/2020 12:00:00 AM	 

12. Click the **Funding details link** as indicated in the screenshot on the left. After clicking the link, the funding page/window will be displayed as indicated in picture below and click add button to capture funding details.





13. Click the Training and Development link as indicated in the screenshot on the left. After clicking the link, the Training and Development page/window will be displayed as indicated in picture below and click add button to capture training details.



Upon clicking add button indicated on the previous screenshot, a blank **NQF course form** under **Training and Development page** will display where you can start entering your training details. Click Save to save the training record or click close to cancel the page without saving.

The screenshot shows a web application interface with a sidebar menu on the left containing options like 'About You', 'Work Experience', 'Qualifications', 'Training & Development', 'Membership', 'Framework & Competencies', and 'Summary Report'. The main content area is titled 'Add work exp...' and shows a form with an 'Add' button. A modal window titled 'Add New Record' is open, containing the following fields:

- Employment Status:** Radio buttons for 'Current' and 'Previous'.
- Sector:** A dropdown menu with the placeholder '--Select A Sector--'.
- Occupation Title:** A dropdown menu with the placeholder '--Select Occupation Title--'.
- Name of Functional Unit:** A dropdown menu with the placeholder '--Select Your Functional Unit--'.
- Contract type:** A dropdown menu with the placeholder '--Select Your Employment Type --'.
- Departments:** A dropdown menu with the placeholder '--Select Your Municipal Division--'.
- Post Level:** A dropdown menu with the placeholder '--Select Post/Task Level--'.
- Years Of Experience:** A dropdown menu with the placeholder '--Select Years Of Experience--'.
- Start Date:** A date input field.

Upon clicking add button indicated on the previous screenshot, a blank **non-NQF course form** under **Training and Development page** will display where you can start entering your training details. Click Save to save the training record or click close to cancel the page without saving.

The screenshot shows the same web application interface as above, but the modal window is titled 'Add New Record' and contains the following fields:

- Course Name:** A text input field with the placeholder 'Enter Course Name'.
- Type of Intervention:** A dropdown menu with the placeholder 'Select Type of Intervention'.
- Certification:** A text input field with the placeholder 'Enter Certification Name'.
- Name of Provider:** A text input field with the placeholder 'Enter Name of Provider'.
- NQF level:** A dropdown menu with the placeholder '--Select NQF level--'.
- Start Date:** A date input field with a calendar icon.
- Start End:** A date input field with a calendar icon.
- Buttons:** A red 'Close' button and a blue 'Save' button.

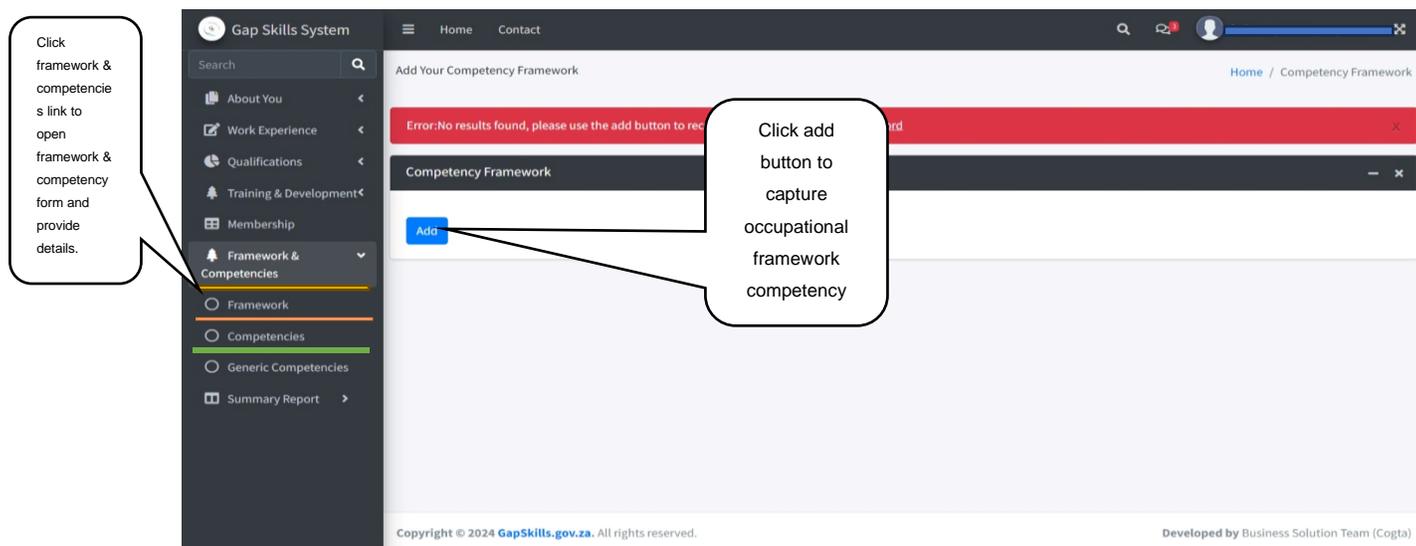
15. Click the **Professional Membership** link as indicated in the screenshot on the left. After clicking the link, the Professional Membership window will be displayed as indicated below.

The screenshot shows the 'Gap Skills System' interface. On the left, a navigation menu has 'Membership' highlighted. A callout bubble points to this menu item with the text: 'Click membership link to open the page.' The main content area displays a question: 'Are you registered for any professional Body Membership, please add?'. Below this is a red error message: 'Error: No results found, please use the add button to record data Refresh to view your record'. A modal window titled 'Professional Membership' is open, containing a blue 'Add' button. A callout bubble points to this button with the text: 'Click add button to open a blank form and add a membership record/detail.' The footer of the page includes 'Copyright © 2024 GapSkills.gov.za. All rights reserved.' and 'Developed by Business Solution Team (Cogta)'.

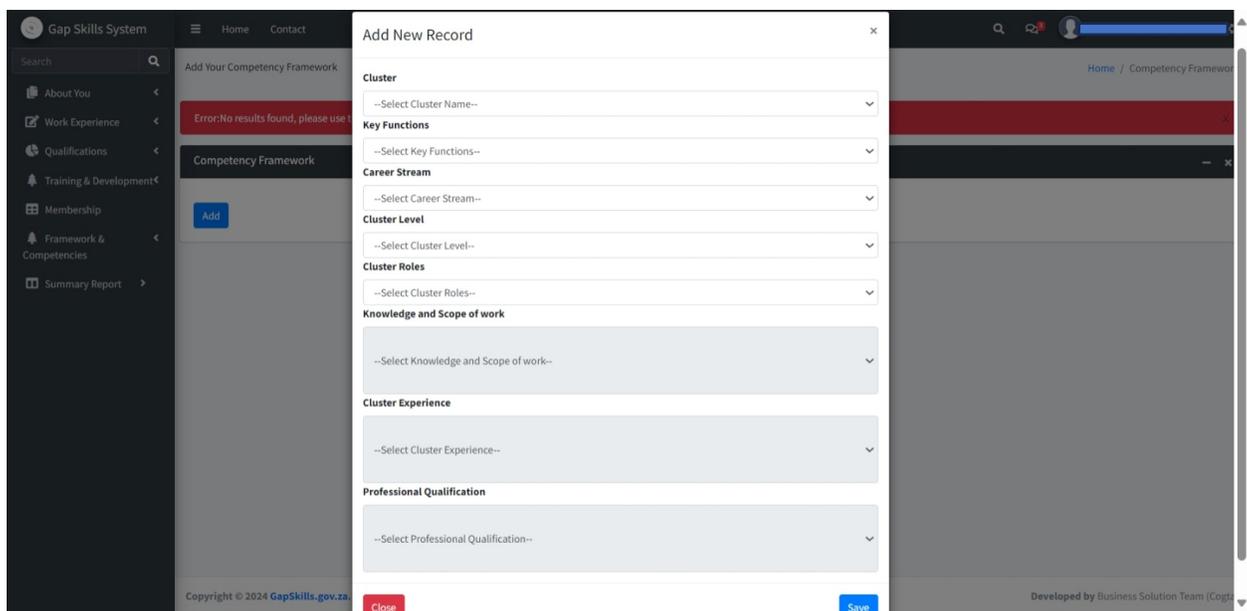
Upon clicking add button indicated on the previous screenshot, a blank membership form/page will display where you can start entering your membership details. Click Save to save the membership record or click close to cancel the page without saving.

The screenshot shows the 'Add New Record' form. It contains the following fields: 'Are you a member?' with radio buttons for 'Yes' and 'No'; 'Name of Professional' with a dropdown menu showing '--Select Professional Membership--'; 'Type of current membership' with a text input field containing 'Enter Professional Membership'; 'Is membership statutory' with a dropdown menu showing 'Is membership statutory'; 'Is membership voluntary' with a dropdown menu showing 'Is membership Voluntary'; 'Registered Date:' with a date picker; and 'Registrations Number' with a text input field containing 'Enter Registrations Number'. At the bottom of the form are 'Close' and 'Save' buttons. Two callout bubbles are present: one pointing to the 'Close' button with the text 'If you do not want to save the information, click close.' and another pointing to the 'Save' button with the text 'click save button to save your information/changes.' The background shows the same navigation menu and error message as the previous screenshot.

16. Click the **Framework & Competencies** link as indicated in the screenshot on the left. After clicking the link, the user will be presented with the window below.



Upon clicking add button indicated on the previous screenshot, a blank occupational framework form/page will display where you can start entering your occupational details. Click Save to save the record or click close to cancel the page without saving. NB, it is mandatory to complete the occupational framework because how you would rate yourself in the next screen will be triggered and rated against this information.



Follow the steps as indicated on the screenshot below to rate yourself.

The screenshot shows the 'Add New Record' form in the Gap Skills System. The form includes fields for Key Function (Human Resources), Level Selected (Level 2), and Competency Category (FUNCTIONAL COMPETENCIES). It also has sections for Capabilities (Change Management), Demonstrations (a placeholder text), and Ratings (1-Junior knowledge). Callout boxes provide instructions: (1) View details from the previous screen; (2) Select competency area, capability, and demonstration; (3) Select a rating level; (4) Click save to add the record.

(1) You can now view your Occupational Competencies detail captured on the previous screen "**Key function and post/task level!**" (**unclickable**). Please note that the competency category, capabilities, demonstration, and ratings level on this screen are pre-loaded into the program.

(2) To start rating yourself against your current occupational details click the drop down and select each of competency area linked to capability area, and demonstration.

(3) After selecting a specific competency category and capability, you then start to select the rate level for each selected competency area.

(4) Click save to add Additional Competency area and repeat same steps from number (2)

After rating yourself, click refresh link to see a saved information.

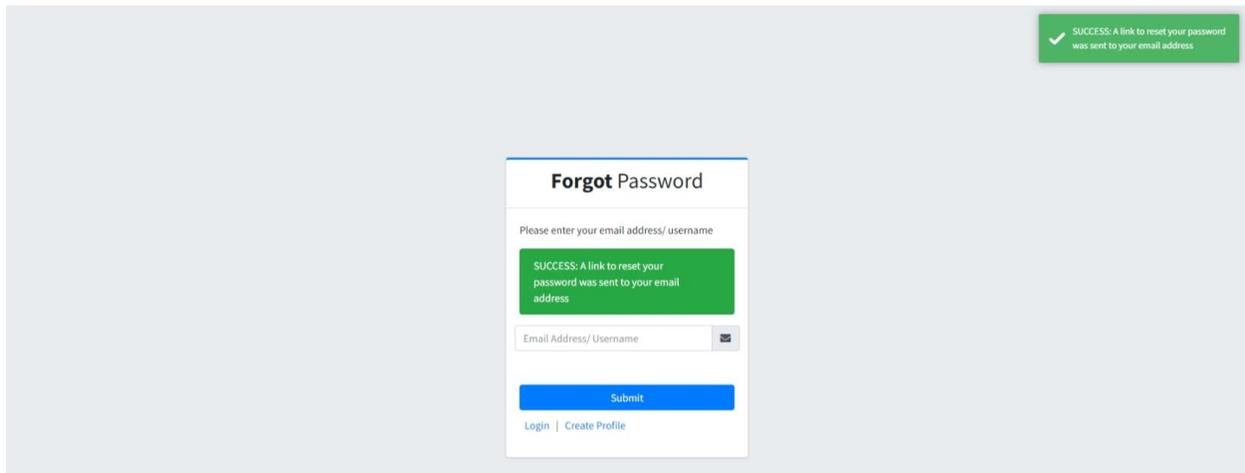
The screenshot shows the 'Rate Your Self As Per Your Framework' page. It features a table titled 'Competence Rates' with columns for Category, Capabilities, Demonstrations, Ratings, and Action. The table lists four entries with their respective details and a rating of 1 or 2. An 'Add' button is visible at the bottom of the table.

Category	Capabilities	Demonstrations	Ratings	Action
CORE PROFESSIONAL COMPETENCIES	Organisational Awareness	Demonstrates competencies from level 1, Responds to questions with accurate and complete answers; Understands stakeholder decision making structures and processes and designs consultation forums accordingly; Displays thorough knowledge of subject matter and is able to communicate at various levels; is well organised and ensures that all logistics associated with the consultation process are addressed; and Listens well and is receptive and encourages participation and mutual understanding.	2	
CORE PROFESSIONAL COMPETENCIES	Consulting	Demonstrates competencies from level 1 and 2; Adapts communication content and style and body language according to the audience; Delivers messages in a manner that gains support, commitment and agreement; Communicates controversial, sensitive messages to stakeholders tactfully; Able to read situations, understand interests, positions taken and to respond appropriately; and Able to secure, manage and design large scale interventions.	3	
FUNCTIONAL COMPETENCIES	Information Strategy	Demonstrates competencies from level 1 and 2; Adapts communication content and style and body language according to the audience; Delivers messages in a manner that gains support, commitment and agreement; Communicates controversial, sensitive messages to stakeholders tactfully; Able to read situations, understand interests, positions taken and to respond appropriately; and Able to secure, manage and design large scale interventions.	1	
CORE PROFESSIONAL COMPETENCIES	Planning and Organising	Demonstrates competencies from level 1 to 3; Balances political, personal and societal views with municipality needs when communicating differing viewpoints on complex issues; Displays thorough understanding of subject matter, risks, stakeholder dynamics and consultation processes and methodologies; Uses language and style to capture the attention of the audience; and Capable of effectively exploring alternatives and positions to reach outcomes that gain the support and acceptance of all parties.	1	

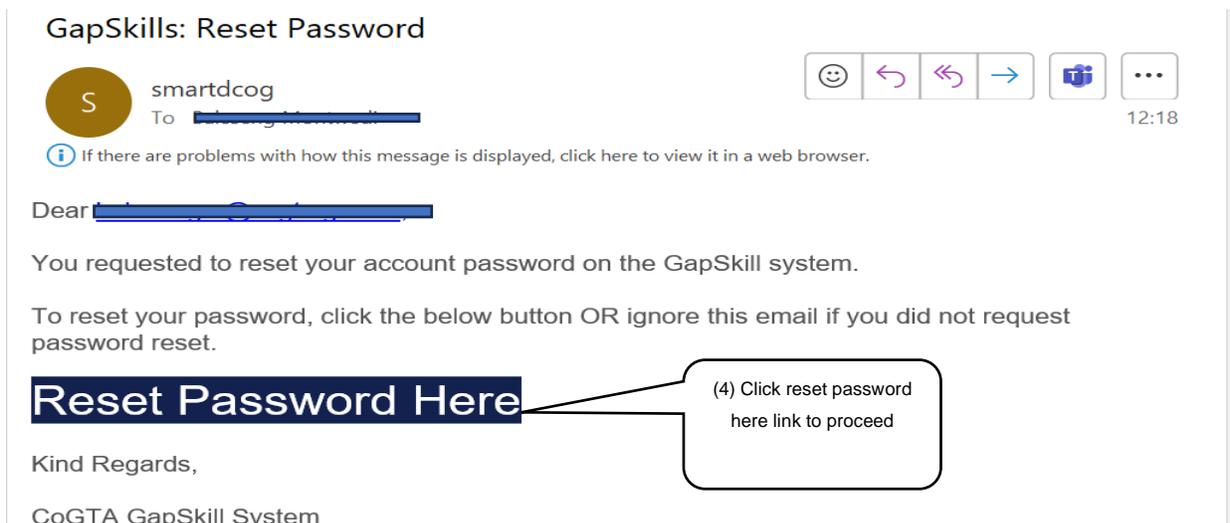
How to reset password



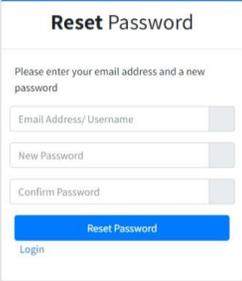
(2) User will be presented with the window below, enter email address and click submit button



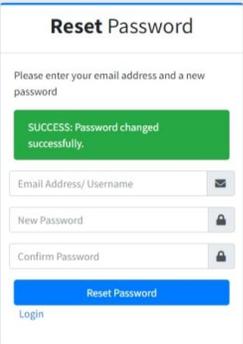
(3) User receives email notification to reset password



(5) After user clicking a blue button "Reset password Here", system will launch the below window to enter new password



(6) User will receive email notification for reset password confirmation



GapSkills: Reset Password

 smartdcog
To [Redacted]

Dear [Redacted]

Your GapSkill system password was changed on 2024-04-08 10:19:40.

Kind Regards,
CoGTA GapSkill System

 12:20