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**Department of Education  
PERSAL POLICY 2015/16**

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**DRAFT ISSUED 2007**  
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## **POLICY ON THE PERSONNEL AND SALARY SYSTEM (PERSAL) FOR THE DEPARTMENT OF EDUCATION**

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### **1. INTRODUCTION**

PERSAL is an integrated public service Human Resources, Personnel and Salary System for Government.

### **2. PURPOSE**

The purpose of this document is to provide Department of Education Head Office and District offices with a policy to regulate and manage the effective usage of the Persal system as directed in the Provincial Treasury Persal policy 2014/15 under the heading , introduction .

### **3. OBJECTIVES**

The objective of this policy is to ensure the effective and efficient management of -

- (a) Security Access Control,
- (b) Disclosure of Information from Persal,
- (c) Valid, complete and accurate source documents required for instating and approving and authorization;
  - ❖ HRA advice and source documents.
  - ❖ NMIR compliance.
  - ❖ Finance calculations mathematical accurate.
  - ❖ Compliance to PAM, ELRC Collective Agreements, PSCBC Resolutions, PSR and other policy and procedure documents.
- (d) Roles and Responsibilities.
- (e) Persal Training.
- (f) Reporting Unethical conduct (fraud and corruption).

### **4. APPLICABILITY**

The provisions of this policy document shall apply to all employees of the Department of Education and any third party official employed by department who utilizes the Persal system.

**5. DEFINITIONS AND TERMS**

For the purpose of this policy document: -

**"DoE"** means the Department of Education

**"Authoriser"** means the person responsible for approving a transaction using function #6.8.30 after the transaction has been approved by the revisor.

**"Alphanumeric"** means a word made up using a combination of letters of the alphabet and numbers.

**"Complete user id"** means the ID allocated to a User. In order to log on to the mainframe which houses Persal.

**"Exception reports"** means reports which are generated programmatically by the system, and reflect those instances where records or transactions do not comply with the required data criteria of the system.

**"IP Address"** means a 32-bit address used to identify a node on an IP internetwork. Each node on the IP internetwork must be assigned a unique IP address, which is made up of the network ID, plus a unique host ID. This address is typically represented with the decimal value of each octet separated by a period (for example, 192.168.7.27)

**"District Persal Co-ordinator"** means the person responsible for Persal on a District level.

**Key Persal functions -**

**"PC"** means a Personal Computer.

**"Password"** means a secret word a Persal User must use in order to access the Persal System.

**"Persal"** means the Personnel and Salary System in the Public Service.

**"Persal/Salary controller"** means an official who is responsible for registering and maintaining user profiles of users under his/her control, and also for ensuring that users are equipped with the tools to perform their duties effectively and efficiently on the Persal System.

**"Persal manual"** means a manual providing help for the day-to-day usage of functions on the Persal System.

**"Persal number"** means a unique system generated 8-digit number assigned to each employee who is appointed on the Persal System.

**"Persal User Id"** means the Id allocated to a User, to log on to the Persal System.

**"Reports"** mean management information extracted from the Persal System by means of ad-hoc or pre-programmed system reports.

**"Reviser"** means a Persal user who is responsible for checking and approving another user's work.

**"Revoked"** means that access to the Persal System has been temporarily suspended.

**"SITA"** means State Information technology Agency

**"Static IP address"** means a fixed IP address.

**"System change control (SCC)"** means a request made by certain authorised users for changes/modifications to be made to the Persal System.

**"Transmission Control Protocol/Internet Protocol (TCP/IP)"** means a set of networking protocols widely used on the Internet that provides communications across interconnected networks of computers with diverse hardware architectures and various operating systems TCP/IP

includes standards for how computers communicate and conventions for connecting networks and routing traffic.

**"User"** means any employee/official who has authority and a user ID to access the PERSAL System.

## 6. AUTHORISATION OF MANDATE

The policy for the functional operation of Persal is mainly derived from:

- Public Service Act, 1994, (Act 103 of 1994)
- Public Service Regulations, 2001,
- Employment of Educators Act,
- South African Police Service Act, 1995
- Labour Relations Act, 1995 (Act 66 of 1995)
- Employment Equity Act, 1998 (Act 55 of 1998)
- Parliamentary Service Act, 1974,
- Skills Development Act, 1998 (Act 97 of 1998)
- Skills Development Levies Act. (Act 9 of 1999)
- Medical Schemes Act, 1998 (Act 131 of 1998).
- Short-term Insurance Act, 1998 (Act 53 of 1998)
- Long-term Insurance Act, 1998.
- Regional Services Council Act (Act 105 of 1985),
- Usury Act 1968 (Act 73 of 1968),
- Magistrates' Courts Act, 1944 (Act 32 of 1944),
- Government Employees Pensions Law, 1996,
- South African Qualification Authority Act 1995,
- Basic Conditions of Employment Act, 1997 (Act 75 of 1997),
- Public Finance Management Act, 1999 (Act 1 of 1999)
- Treasury Regulations, 2005
- Prevention and Combating of Corrupt Activities Act, No 12 of 2004
- Promotion of Access to Information Act, 2000 (Act 02 of 2000),
- Protected Disclosure, 2000 (Act 26 of 2000),
- Electronic Communications and Transactions Act, 2002 (Act 25 of 2002),
- Unemployment Insurance Act 2001 (Act 63 of 2001)
- Guide on the functionality of Persal to promote the optimal utilization of

the system

- Directives Issued by:
  - The Department of Public Service and Administration
  - National Treasury
  - Provincial Treasury Persal Policy 2014/15
  - The South African Revenue Services

## 7. POLICY PROVISIONS

Since implementation, PERSAL has evolved to cater for the unique requirements of the different Government Departments.

### 7.1 Access Control

7.1.1 The employee appointed, as Departmental Persal Controller/Personnel Controller / Salary Controller must have passed the Persal Controllers Course and has extensive knowledge of the Persal system regarding its functionality and capabilities. The employee should also have thorough knowledge of the Public Service Regulatory Framework and PFMA Financial Administration policies and prescripts.

7.1.2 Once appointed as a Persal Controller /Salary Controller, it is recommended that the employee attends all Persal courses to further improve his/her knowledge of the Persal system and thus enabling him/her to provide efficient support to their users.

7.1.3 The Persal Controller, based at Head Office, under the Directorate : Human Resource Planning, is responsible for the creation of Persal user IDs for the following officials/employees subject to the completion and approval of the "Registration of a Persal User ID" form (Annexure A):

7.1.3.1 Personnel Persal Controller (based in Head Office)

7.1.3.2 Salary Persal Controller (based in Head Office).

- 7.1.4 The Personnel Controller are responsible for creating Persal user IDs for the following users.
- 7.1.5 All Persal Users in terms of the personnel and salary functionality on Persal and ;
- 7.1.6 No contract worker or casual employee or intern employed by a department are allowed to work on Persal;
- 7.1.7 The "Indemnity" form (Annexure B) must be completed and signed in black ink by the user upon receipt of his/her user ID. By signing this document, the user acknowledges that he/she will be held liable/responsible for all transactions done using his/her user ID. The original signed document must be kept in a secure location by the District Persal Co-coordinator and a copy of the signed "Indemnity" form must be submitted to the Personnel Controller.
- 7.1.8 The Personnel and or Salary Controller has the mandate to refuse access, terminate or revoke a user's access to the Persal System if:-
- 7.1.8.1 The user does not sign the "Indemnity" form;
  - 7.1.8.2 A copy of the "Indemnity" form is not submitted to either the Personnel or Salary Controller;
  - 7.1.8.3 Suspected misuse of his/her user ID.
  - 7.1.8.4 A user ID is not utilized for a period of 6 months;
- 7.1.9 The Personnel Controller and the Salary Controller must ensure that the functions allocated to users are directly related to the user's job description.
- 7.1.10 The "Registration of a Persal User" form (Annexure A) must be completed and submitted to the Persal Controller should the user require additional functions to be allocated or removed.

- 7.1.11 The "Registration of a Persal User" form (Annexure A) must be completed and submitted to the Persal Controller, should there be a need to change the user's reviser/s.
- 7.1.12 For security reasons, it is a requirement that each user have his/her own terminal to access the system. All user IDs must be restricted to a distribution.
- 7.1.13 A user must log off each time they leave the terminal to prevent misuse of their Persal User ID's.
- 7.1.14 A user is strictly prohibited from utilizing the user ID of another employee/official.
- 7.1.15 The different Sections/Units are responsible for capturing their own transactions on Persal e.g. Labour Relations and Human Resource Development
- 7.1.14 A "Persal/Complete User ID Reset" form (Annexure C) must be completed by the user and submitted to the Persal Co-ordinator, in order for the user ID's password to be reset and the original form must be filed in a secure location.
- 7.1.15 a user must inform the relevant Persal Co-ordinator immediately in writing if he/she no longer requires access to the system.

## 7.2 Disclosure Of Persal Information

- 7.2.1 A user must keep any information obtained by him/her through the use of the Persal system confidential and take all reasonable steps and precautions to ensure that such information remains strictly confidential and that any third party does not obtain unauthorised access thereto.
- 7.2.2 Attending to requests for verification of employment by a third



party (e.g. Financial Institution, Insurance Institution or Debtor), the third party must provide all the information and the user may only affirm or refute the correctness of the given information. The verification of employment must be addressed at by only HRA employees.

7.2.3 Request for printout of pay slips must be done only by Salaries employees and such request must be done with original ID document.

7.2.4 The Directorate HR Planning unit will only provide Persal Information upon written request, including but not limited to, SARS and the Auditor-General. In order to obtain Persal information from the HR Planning it is necessary for the request to be requested in writing, e-mail.

### 7.3 Persal Training

In order to promote a better understanding of Persal ensure optimal utilization of the system and to minimize errors it is necessary to ensure that all Persal Users are properly trained. This will also ensure that Government has credible and reliable information on its employees that will contribute to informed decision-making in Government.

7.3.1 The Persal Co-ordinates must ensure that all nominees comply with course prerequisites.

7.3.2 The standard pass rate is set by Provincial Treasury

7.3.3 If a new employee / transferred employee cannot produce a Persal certificate training must be provided within a period of 24 months after assumption of duty

7.3.4 For the purposes of this policy key functions (Personnel or Salary) have been identified and grouped per training module. It is compulsory for all users to attend the Persal Introductory course and the particular course should he/she

be allocated a Persal User Id and the relevant key functions, within the three days after receiving the request.

7.3.5 Should an employee not pass the relevant course examination after three attempts, the Personnel Controller or the Salary Controller will communicate it to the Departmental Persal Co-coordinator and Persal access be revoked.

7.3.6 The Persal Controller must provide access to Persal to a new user if the Persal certificate is attached to the registration form.

## 8 ROLES AND RESPONSIBILITIES

PERSAL electronically interfaces with different financial systems that are in use in Government e.g. financial institutions, pension funds and medical schemes. The normal day to day operation of the system is the responsibility of Head Office and each District Office while National Treasury is responsible for the maintenance of the system and enhancements.

In the DoE environment, queries need to be logged with the District Persal Co-ordinator, and the District Persal Co-ordinator will contact the Personnel or Salary Controller respectively. No Persal enquires will be received from any other person at District level.

The effective and efficient utilization of the Persal System is dependent on the following role players:

- Persal Users.
- Persal Revisers.
- Directorate HRA
  - ❖ Deputy Director HRA : Personnel Controller (User 2) responsible for HRM, Registry and Document Centre
- Directorate Payments Services
  - ❖ Deputy Director Salaries: Salary Controller (User 2) responsible for Finance, Internal Control Unit and SCM.
- Directorate HRP Persal Controller (User 1).

The responsibilities of the aforementioned role players are reflected below

**8.1 PERSAL User**

- 8.1.1 Processes transactions with regard to: -
- Human Resource Planning (organization and establishment)
  - Human Resource Administration (Personnel Provisioning and Personnel Administration)
  - Service Conditions and Benefits
  - Persal Utilization.
  - Salary Administration.
  - Service Terminations
  - Labour Relations.
  - Human Resource Development.
  - Leave management.
- 8.1.2 A user may only instate a transaction based on a valid and complete HRA advice and the relevant source documentation.
- ❖ Allowance must have
    - Recurring allowance must have start and end date
  - ❖ Deduction must have
    - Recurring disallowance must have a start and end date
- 8.1.3 Ensure that the data captured on Persal is accurate; and service record is complete and accurate
- ❖ Tax reference number is captured.
  - ❖ Address is updated /captured.
  - ❖ Reference number field are complete
    - Exam payments it is subject and period (Month and year )
    - Other allowances and deductions period Jan 2015 to June 2015
  - ❖ With promotions the service records must be updated
    - The employee is promoted from level 3 to

level 6 but # 4.3.1 qualifications are grade 6

- 8.1.4 The HRA advice must be in compliance with ELRC collective agreements, PAM, PSCBC resolutions, DPSA Public service resolutions and regulations.
- 8.1.5 Accruals root cause is Shorten Assumption of duty #4.2.13 and with temporary appointments the 37% allowance is not activated and these types of accruals are not allowed.
- 8.1.6 If the salary upon reappointment the service record is less than the salary when service was terminated than the Service Record must be notch reduction and not appointment.
- 8.1.7 Correction/removal of exceptions on the system;
- 8.1.8 Service termination must be approved /authorized before Persal closure.
- 8.1.9 Partial reversal must be checked and approved /authorized on a monthly basis.
- 8.1.10 Pay-points must be updated on a monthly basis upon receipt of Payroll exception report and the employer files transferred.
- 8.1.11 Leave forms must be captured with the department timeframes of 15 working days.
- 8.1.12 Subjects himself/herself to ongoing in-house training and self-development.
- 8.1.13 Ensures compliance with the "Persal User Policy";

## 8.2 PERSAL Reviser

- 8.2.1 **Approve** suspense file transactions in terms of PFMA Financial and HRM delegations and ELRC collective agreements , PAM ,PSCBC Resolutions , Public Service Directives and/or internal departmental policies;
- 8.2.2 A reviser may only approve a transaction based on valid ,complete and accurate documents
  - ❖ HRA advice
    - Confirm the information on the HRA advice with #4.3.1

- The HRA is based on correct application of ELRC collective agreement /PSCBC Resolutions etc
- ❖ Relevant source documents are attached as per respective checklist
  - HRA or HRP or HRD and Finance Checklists
  - Recurring allowance must have a start and end date
  - Recurring deductions must have a start and end date
- ❖ Compliance with NMIR.
- ❖ Compliance with Public service prescripts.
- ❖ Finance calculations sheet must be Mathematical accurate and signed by three Finance employees.
- ❖ Prevent overpayments /duplicate payments by checking #6.9.10
- ❖ Check all appointments (Normal and abnormal ) to verify prior payments
- ❖ Temporary educators ensure assumption of duty and appointment letters dates are the same to prevent overpayments.
- ❖ Abnormal appointments must be authorized by Finance
- ❖ Abnormal payments must be authorized by Finance
- ❖ All excel lists every page must be signed by the line manager who compiler , checker and signed off by Director /Chief Director
- ❖ Upon re-appointment outstanding debt must be implemented.
- ❖ Bank account change compliance ;
  - Application to pay salary into bank account (Z56) has two thumb prints.
  - Copies of ID documents.
  - ETC

8.2.3 HRA & P must submit documents for **authorization** at least five(5) working days before the Persal run to Internal Control Unit to pre audit the documents

8.2.4 Internal Control must submit documents at least three (3) days before the Persal run to ensure Finance have adequate time to do calculations

### 8.3 PERSAL Authorizer

8.3.1 **Authorize** suspense file transactions in terms of PFMA Financial and HRM delegations and ELRC collective agreements, PAM /PSCBC Resolutions, Public Service Directives and/or internal departmental policies.

8.3.2 An authorizer may only authorize a transaction based on valid, complete and accurate documents.

#### ❖ HRA advice

- Confirm the information on the HRA advice with #4.3.1
- The HRA is based on correct application of ELRC collective agreement /PSCBC Resolutions etc

#### ❖ Relevant source documents are attached as per respective checklist

- HRA & HRP & HRD & Finance Checklists.
- Recurring allowance **must** have a start and end date
- Recurring deductions **must** have a start and end date

#### ❖ Compliance with NMIR.

#### ❖ Compliance with Public service prescripts.

#### ❖ Finance calculations sheet must be Mathematical accurate and signed by ;

- Compiler

- Checker
- Verifier.
- ❖ Prevent Duplicate payments checking #6.9.10 and # 5.6.12 and # 5.6.4.
- ❖ Finance have a dedicated employee to prevent duplicate sundry salary related payments ( Leave gratuity etc. ) by.
  - Checking Bas database.
  - Ensure Bas General Journal always start with Persal numbers.
  - Signing the sundry salary related payments.
- 8.3.3 Implements measures to ensure the updating and maintenance service record and Persal system in general to ensure credible and reliable information
- 8.3.4 Subjects himself/herself to ongoing in-house training and self-development;
- 8.3.5 Promote compliance with the National Minimum Information Requirements (NMIR), and
- 8.3.6 Extracts reports to monitor faulty, rejected transactions and transactions awaiting approval/authorisation in respect of distributions under his/her control, on a daily basis;
- 8.3.7 All transactions with a financial implication **must** to be authorized by the revisor/authorizer in the Finance. Salary unit
- 8.3.8 All abnormal appointments and payments **must** be authorized by Finance. salary unit.
- 8.3.9 Ensures compliance with the "Persal User Policy":

**8.4 District Persal Co-ordinator (Personnel and Salary)**

- 8.4.1 Manages Persal in his/her respective Unit/District Office
- 8.4.2 Assesses and records the Persal training needs in conjunction with section heads, in order to make nominations for training courses, as and when required;
- 8.4.3 Provides "Registration of new users" to the respective

Controllers,

- 8.4.4 Safe keeping of the original Indemnity forms as distributed from the respective Controller;
- 8.4.5 Manages Persal enquiries at District Office level;
- 8.4.6 Maintains the link between the District Office and the Controllers;
- 8.4.7 Attends the quarterly DoE Persal Users Forum meetings and ensures issues discussed are followed-up or relayed to users under his/her control;
- 8.4.8 Extracts reports to monitor faulty, rejected transactions and transactions awaiting approval/authorisation in respect of distributions under his/her control, on a daily basis;
- 8.4.9 Monitors the suspense and transaction files and follows up questionable transactions;
- 8.4.10 Ensures that exceptions are verified, investigated and followed by corrective action at all times;
- 8.4.11 Monitor the following reports.
  - ❖ Backdated terminations without reversals (5.7.30)
  - ❖ Payroll management system of closed schools
  - ❖ Payroll management system —Unknown pay points
  - ❖ Transactions that exceed ACB limit (5.7.22)
  - ❖ Expenditure report #5 7.11 (There are other variance reports also )
  - ❖ Birthday list (4.8.14)
  - ❖ Leave credits with money value (4.8.9)
  - ❖ Leave records not captured ,leave records incomplete ,faulty leave records (4.8.9)
  - ❖ List of persons whose salaries have been frozen (5.7.14)
  - ❖ Appointments out of adjustments (7.11.9)
- 8.4.12 Ensures compliance with the "Persal User Policy";

### 8.5 Persal Controllers at Head Office level (Personnel and Salary)

- 8.5.1 Manages Persal in his/her respective Unit, Personnel and



Salaries:

- 8.5.2 Registers and maintains user profiles for users and allocates specific functions in relation to their job description:
- 8.5.3 Allocates revisers to users as required:
- 8.5.4 Links authorisers to relevant transaction code:
- 8.5.5 Monitors the interaction between the users and revisers:
- 8.5.6 Accounts for effective utilisation of the Persal System in DoE
- 8.5.7 Submit to Internal control Unit all (05) posts created for post-auditing
- 8.5.8 Attends the monthly Provincial Persal Controllers' Forum and ensures issues discussed are followed-up or relayed to users under his/her control;
- 8.5.9 Extracts reports to monitor faulty, rejected transactions and transactions awaiting approval/authorisation in respect of distributions under his/her control, on a daily basis,
- 8.5.10 Monitors the suspense and transaction files and follows up questionable transactions:
- 8.5.11 Ensures that exceptions are verified, investigated and followed by corrective action at all times;
- 8.5.12 Monitor the following reports
  - ❖ Backdated terminations without reversals (5.7.30)
  - ❖ Transactions that exceed ACB limit (5.7.22)
  - ❖ Expenditure report #5.7.11 (There are other variance reports also )
  - ❖ Birthday list (4.8.14)
  - ❖ Leave credits with money value (4.8.9)
  - ❖ Leave records not captured ,leave records incomplete ,faulty leave records (4.8.9)
  - ❖ List of persons whose salaries have been frozen (5.7.14)
  - ❖ Appointments out of adjustments (7.11.9)
- 8.5.13 Evaluates and recommends to the DoE Persal Controller changes to the system in line with DoE policies/procedures;
- 8.5.14 Interacts with the BAS Controller to ensure proper interaction and maintain and implement changes:



- 8.5.15 Provides continuous support, guidance and training to all Persal role players within DoE ; and
- 8.5.16 Ensures compliance with the "Persal User Policy"; and
- 8.5.17 Subjects himself/herself to ongoing in-house training and self-development.

**8.6 Department of Education Persal Controller based at Head Office**

- 8.6.1 Overall managerial responsibility for the technical, system support, user support and Persal training for DoE ;
- 8.6.2 Responsible for the orientation of all users of the system;
- 8.6.3 Responsible for the creation and maintenance of codes on the departmental code file;
- 8.6.4 Manages and controls Persal circulars and messages and bring important issues to the attention of all users in the Province;
- 8.6.5 Monitors and ensures the effective use of the Persal system;
- 8.6.6 Ensures professional, effective and efficient interaction between Head Office, the Persal Controller and the District Persal Co-ordinators;
- 8.6.7 Implements Persal control and audit measures;
- 8.6.8 Ensures Persal supports the personnel and salary management requirements of DoE ;
- 8.6.9 Evaluates and recommends/rejects requested changes to the Persal system;
- 8.6.10 Manages information including monitoring and data compliance;
- 8.6.11 Manages the provision of information and statistics to appropriate parties;
- 8.6.12 Interprets information requirements into electronic specifications;
- 8.6.13 Advises District Offices as to the functionality of the Persal system and reports that are available;
- 8.6.14 Acts as a Persal Advisor to Head Office and District Offices;
- 8.6.15 Ensures compliance with the "Persal User Policy"; and
- 8.6.16 Subjects him/herself to ongoing in-house training and self-



development.

- 8.6.17 **Chairs the Department of Education Persal Users Forum** meeting and represents the Province at the Provincial Persal User Forum;
- 8.6.18 **Ensures professional effective and efficient interaction** between DoE and the Persal Office at Provincial Treasury;
- 8.6.19 **Implements measures to ensure a comprehensive and updated primary information source;**
- 8.6.20 **Ensures that the functions and capabilities of Persal are optimally utilized.**

## 9 **MONITORING, EVALUATION AND CONTROL**

All Persal Users are responsible for ensuring data integrity and preventing the misuse of the Persal system. The HR Planning Unit may monitor activity on the system, report on their findings and ensure that corrective measures are implemented.

- 9.1 **Persal programmatically generates exception reports** in order to provide a user with information on events that take place on the system and information on deviations on the system.
- 9.2 **It is the responsibility of the District Persal Co-ordinators to ensure that necessary action is taken to rectify deviations on the system reflected on the exception reports.** The Persal /Salary Controller will monitor progress made on the exception reports. Prompt attention and correction of deviations on the system will contribute to credible and reliable information.

## 10 **REPORT UNETHICAL CONDUCT (FRAUD AND CORRUPTION)**

All Persal users must report fraud and corruption as per the Eastern Cape Provincial Fraud prevention plan policy document.


- 10.1 **All fraud and corruption must be reported to the National Anti-Corruption Hotline, which offers a confidential platform for reporting fraud and corruption**
- 10.2 **All Persal users can do so by phoning no 0800 701 701**

## 11 **DATE OF EFFECT AND APPROVAL**

This policy is the official transversal policy of Department of Education and no deviations by District Offices are permitted

11.1 This policy will be reviewed as and when necessary.

Thank you

  
MR. T. THYS  
DIRECTOR: (ACTING)  
Date

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## 11. APPENDICES /ANNEXURES

- Annexure A: Registration of a Persal User
- Annexure C: Reset of Revoked User password