

Branch: IMS

Note: Published KPIs are for public information purposes only, certain information may be excluded from the published version due to security reasons

Technical indicator descriptions

CRITICAL SKILLS VISAS

Target title for 2015/16	Identify the title of the target
APP 2.3.3	65% of critical skills visas adjudicated within 4 weeks for applications processed within the RSA (from date of receipt of application until outcome is received at the office of application)
Indicator / Measure title	Identify the title of the indicator/target
	Percentage (%) of critical skills visas adjudicated within 4 weeks for applications processed within the RSA (from date of receipt of application until outcome is received at the office of application)
Short definition	Provide a brief explanation of what the indicator is with enough detail to give a general understanding of the indicator
	<p>Measuring performance against set service delivery standards in terms of the duration to deliver the service applied for.</p> <p>The process starts when the application is received and captured at the Visa Facilitation Service Center (VFS) with supporting documents and biometrics, dispatched to head office ON-LINE, received at Head Office on-line by IS, forwarded from IS to Adjudication Hub, assigned to adjudicator for adjudication purpose, decision is made by either approving or rejecting the application, print the outcome, dispatch the outcome to VFS Center and the outcome is received at the VFS center.</p> <p>The clock stops when receipt of outcome is acknowledged at VFS Center where the applicant submitted the application.</p> <p>For rejected applications, a rejection letter is issued with reasons for rejection and an advice to the client to lodge an Appeal within 10 working days on-line through VFS if aggrieved by the decision. For approved applications, an appropriate visa is issued</p>
Purpose/importance	Explain what the indicator is intended to show and why it is important

	<p>The indicator aims to assist with the attraction of critical skills into the country in line with government outcome 4. It monitors compliance with turn-around times. In terms of service delivery standards, clients are entitled to receive the outcome of their application within a reasonable timeframe. The indicator measures efficiency.</p>
Source documentation/information used	Describe where the information comes from i.e. source of information that is used as a basis for actual performance achievements
	Application forms (files) and VFS System Reports. Visa Adjudication reports
Description of the source	A description of where the information originates from - by indicating name of responsible unit, person/designation etc.
	Chief Directorate: Permits
Description of processing activities (where applicable).	Document the understanding for the performance processing for each target
	See activity sheet
Standard operating procedure	For each indicator or target indicate the standard operating procedure (where applicable)
	No updated standard operating procedure for this process- SOP's are currently being revised due to amended Regulations and systems update but not available as yet.
System used	Name of system used to process performance information:
	VFS System, Visa Adjudication System
Type of system	Electronic or manual:
	Electronic Systems: VFS System (within RSA) Visa Adjudication System

Method of calculation	Describe clearly and specifically how the indicator is calculated
	<ol style="list-style-type: none"> 1. Group all critical skills work visas applications received between 5 March 2015 to 1 March 2016 of the current year. 2. Calculate how long it took to finalize each application from the date of receipt (the result is in number of days) 3. Calculate how many months it has taken to finalize each application (Number of days divide by 20 working days, the result is in number of months). 4. Formula: The number of applications finalized within 4 weeks must be divided by the total number of applications received from 05 March 2015 to 1 Mar 2016, equals to percentage of applications finalized within 4 weeks in the quarter under review. 5. An application will only be considered finalized if its process stage is "Outcome received at VFS Center of application."
Baseline calculated against	Indicate the performance as at the end of previous financial year
	New PI (Data for this category not available)
Availability of total population	The total population refers to the number and / or list of all members in a defined group. (If the indicator is a rate or percentage, indicate the numerator)
	List of all applications for business and general work visas received which will mature during the quarter under review (confirm)
Unit of measure	In what unit will the indicator be captured? (percentage/number/currency)
	Percentage
Data limitations	Identify any limitation with the indicator data, including factors that might be beyond the DHA's control
	<p>The indicator does not include Appeals following rejections. The Appeals constitute a separate process not covered by this target</p> <p>Malfunction of VFS and Visa Adjudication Systems</p> <p>Possible power failures/ load shedding</p>
Output reporting	Indicate responsibilities regarding output reporting, archiving, key steps iro reporting, data extraction, calculation and the checking thereof (where applicable)

	<p>1. Who is responsible for reporting at business level?</p> <p>Director - Corporate Accounts</p> <p>2. Who archives the reports i.e.the person the AG will be in touch with for any form of business related reporting / Where can the collated information be found? / operational reporting level</p> <p>Director - Corporate Accounts</p> <p>VFS System archives the applications electronically</p> <p>3. Activities/steps that goes into reporting at business level?:</p> <p>Monthly Reporting Tool from VFS System; Quarterly reporting as part of M&E process, annual progress reporting against planned target - reports submitted to Directorate M&E as part of quality assurance for quarterly reviews and annual report Annual progress reporting against annual target</p> <p>4. Who extracts data and frequency? (Designation of official)</p> <p>Deputy Director: Corporate Accounts</p> <p>5. Who checks data extraction? (Designation of official)</p> <p>Director: Corporate Accounts</p> <p>6. Who calculates the data (Designation of official)</p> <p>Deputy Director: Corporate Accounts</p> <p>7. Who checks the calculation? (Designation of official)</p> <p>Director: Corporate Accounts</p>
Frequency of reporting on this indicator	<p>Indicate: eg monthly, quarterly and annually</p> <p>Monthly, Quarterly and annually</p>
Desired performance	<p>Identify whether actual performance that is higher or lower than the targeted performance is desirable</p> <p>Achievement of the target or beyond is desirable.</p>

New indicator:	Identifies whether the indicator is new, has significantly changed, or continues without change from the previous year.
	Yes
Calculation type:	Identifies whether the reported performance is cumulative, or non-cumulative
	Non cumulative
Type of indicator:	Identifies whether the indicator is measuring inputs, activities, outputs, outcomes or impact, or some other dimension of performance such as efficiency, economy or equity.
	Output (target) and efficiency

Key activity list (sheet):

65% of critical skills visas adjudicated within 4 weeks for applications processed within the RSA (from date of receipt of application until outcome is received at the office of application) - section 19(4)

Activity	Responsibility for Each Activity	Evidence for Each Activity	% weight for each activity (importance of activity in relation to achieving the target)
Receipt of application at VFS Center	VFS	VFS System reports	10%
Dispatch to VFS ops center in Pta from office of application	VFS	VFS System reports	10%
Dispatch from VFS operational center to DHA Head Office	VFS	VFS System reports	10%

Receipt of application at Head Office for adjudication	VFS/Visa Adjudication system	VFS System reports	10%
Assign application to adjudicator	Supervisor	Visa Adjudication system report	10%
Adjudication conducted and decision taken	Adjudicator	Visa Adjudication system report	30%
Dispatch outcome to a VFS Operational Center	Support Staff	VFS System reports	10%
Outcome received by VFS Center of application and ready for collection	VFS	VFS System reports	10%