



SERVICE LEVEL AGREEMENTS

1.0 INTRODUCTION

- 1.1 These Service Level Agreements are meant to improve the Botswana National Sport Commission's (BNSC) operations at all levels. As part of the Commission's Communications Policy, they are meant to enhance productivity, efficiency and service delivery. They are also meant to support all the Commission's structures as they work towards the attainment of the objectives of the Commission's Strategy - Vision 2028 and the implementation of the BNSC Act no 30 of 2014. By their nature, Service Level Agreements provide main key performance indicators that the service Departments must deliver on. In the case of the Commission, this document should provide key performance indicators that the various Commission structures must deliver on. All these structures are therefore expected to adhere to these Service Level Agreements.
- 1.2 The Service Level Agreements are presented in the form of service elements that are likely to be a source of communication between the various Commission structures.

2.0 SERVICE ELEMENTS (SECRETARIAT)

2.1 Correspondence (Normal Mail)

2.1.1 Mail received by Commission Office

- 2.1.1.1 Registry Administration Officer receives, registers and circulates mail - **1 day.**
- 2.1.1.2 Registry Administration Officer files the mail and distributes it for actioning - **1 day**
- 2.1.1.3 Action officer acknowledges receipt and processes the request - **1 day.**

2.1.1.4 Action officer gives a substantive response and forwards it to the Secretary/Registry Administration Officer for registering and dispatch - **5 days**.

2.1.1.5 Secretary/Registry Admin. Assistant registers the mail, files a copy in the relevant file and dispatches the mail - **1 day**.

2.2 **Correspondence (Electronic Mail)**

2.2.1 Mail received by Commission Office

2.2.1.1 IT Officer receives and forwards mail to the Registry Administration Officer and copies relevant officer (only applies to mail received through the Commission's e-mail sports@bnsc.co.bw) - **1 day**.

2.2.1.2 Action officer receives and acknowledges receipt to the external stakeholder - **1 day**.

2.2.1.3 Action officer gives a substantive response - **5 days**.

2.3 **Correspondence (Telephone)**

2.3.1 Officers will return calls which they were not able to respond to - **within 1 hour of receipt of message(s)**.

2.4 **Meetings**

2.4.1 Meetings will be held in accordance with existing policies, guidelines and schedules.

2.5 **Transport**

2.5.1 Submission of Transport requisition form by an applicant to the Sport Development Manager-Administration or his/her delegate, with Section A completed - **4 weeks**.

2.5.2 Completion of Section B of the requisition form by the Director of Finance or his/her delegate - **1 day**.

- 2.5.3 Human Resources and Administration Manager or his/her delegate initiates an application to the Ministry of Youth, Sport and Culture (MYSC) (where the Commission fleet does not suffice) - **1 day**.
- 2.5.4 Completion of Section C of the requisition form by the Sport Development Manager Administration or his/her delegate - **5 days**.
- 2.5.5 Completion of Section D of the requisition form by the Human and Resources Manager or his/her delegate - **5 days**.
- 2.5.6 Human Resources and Administration Manager or his/her delegate hands back the requisition form to the applicant - **1 day**.
- 2.5.7 Completion of Section E of the requisition form by the applicant in case of cancellation – **2 days prior to cancellation**.

2.6 **Sports Leave**

- 2.6.1 Submission of a letter by an applicant to the Sport Development Manager-Administration or his/her delegate - **6 weeks**.
- 2.6.2 Sport Development Manager- Administration or his/her delegate acknowledges receipt of receipt of the letter to the applicant - **1 day**.
- 2.6.3 Sport Development Manager- Administration or his/her delegate initiates an application to the Ministry of Youth, Sport and Culture - **1 day**.
- 2.6.4 Sport Development Manager - Administration or his/her delegate gives a substantive response to the applicant - **3 weeks**.

2.7 **Hospitality Kit**

- 2.7.1 Submission of Form **AHR/01** by an applicant to the Sport Development Manager- Administration or his/her delegate, with Section A completed - **2 weeks**.

2.7.2 Sport Development Manager- Administration or his/her delegate acknowledges receipt of receipt of Form **AHR/01** to the applicant - **1 day**.

2.7.3 Sport Development Manager- Administration or his/her delegate Completes Section B of Form **AHR/01** and forwards it to the Procurement Manager or his/her delegate - **1 day**.

2.7.4 The Procurement Manager or his/her delegate completes Section C of Form **AHR/01** and sends it to the applicant (National Sport Association) indicating the date and time when the applicant should come for the Hospitality Kit - **1 day**.

2.8 **Incentives and Appearance fees**

2.8.1 Submission of Form **AIR/01/ letter** by an applicant to the Sports Development Manager- Administration or his/her delegate, with Section A completed - **Not more than 1 week after the event**.

2.8.2 Sports Development Manager- Administration or his/her delegate acknowledges receipt of receipt of Form **AIR/01** to the applicant - **1 day**.

2.8.3 Sports Development Manager- Administration or his/her delegate Completes Section B of Form **AIR/01** and forwards it to the Affiliates Accounts Assistant for preparation of payment - **1 day**.

2.8.4 Preparation of Cheque/ transfer of funds into the National Sport Association's account/ athlete's account - **2 days**.

2.8.5 Dispatch of Cheque/ transfer of funds - **1 day**.

2.9 **Application for Use of Facilities**

2.9.1 Submission of a letter by an applicant to the Marketing and Communications Manager - **6 weeks**.

2.9.2 Marketing and Communications Manager acknowledges receipt of the letter to the applicant - **1 day**.

2.9.3 Marketing and Communications Manager liaises with the Lands and Facilities Manager on the availability of the facility requested - **1 day**.

2.9.4 Marketing and Communications Manager sends out a response to the applicant - **1 day**.

2.10 **Finance and Audit**

2.10.1 **Introduction**

2.10.1.1 The Commission monitors, distributes and accounts for the Government subvention for sport development through its financial and accounting policies and procedures. It coordinates requests for budget for sport development from the National Sports Associations and its substructures. As part of its mandate, the Finance Department facilitates all these activities. The Finance Department is also responsible for financial and management accounts, as well as general accounting to all the relevant authorities as may be necessary. The Commission also has an Internal Audit Department whose function, among others, is to examine, evaluate and report on the adequacy and effectiveness of components of accounting and internal control systems. Like all other Departments, the Finance and Internal Audit Departments are subordinate to the Communications Policy and the Secretariat Communications Plan. They also report to the Chief Executive Officer.

2.10.2 **Funding**

2.10.2.1 The Commission funds various stakeholders and substructures in accordance with approved budgets. These stakeholders and substructures should submit requests, which are then processed by the Finance Department. These include National Sport Associations, service providers, suppliers, BNSC employees, Board members and both

Commission and Board sub-structures.
Funding can take the form of:

- 2.10.2.1.1 Cheques/Cash
- 2.10.2.1.2 Purchase Orders
- 2.10.2.1.3 Invoices for payment
- 2.10.2.1.4 Vouchers
- 2.10.2.1.5 Pay Slips

2.10.3 **Application for Funding – Time Lines**

2.10.3.1 The Commission structures will apply for funding on a project-by-project basis in accordance with the approved budget allocations. The funding will be as according to the BNSC Act and policies.

2.10.3.1.1 National Sport Associations - At least four weeks in advance.

2.10.3.1.2 Board Members - At least two weeks in advance for external business and one week for internal business.

2.10.3.1.3 Commission's Sub-structure - At least four weeks in advance.

2.10.3.1.4 Board Sub-structure - At least one week in advance.

2.10.3.1.5 Staff - At least two weeks in advance for external business and one week for internal business.

2.10.4 **Application for Funding – Process**

2.10.4.1 Submission of Form **AFR/06** by the National Sport Association, with Section A completed - **4 weeks.**

2.10.4.2 Completion of Section B (i) of Form **AFR/06** by the Sport Development Administration Officer - **1 day.**

- 2.10.4.3 Completion of Section B (ii) of Form **AFR/06** by the Sports Development Manager-Administration - **1 day**.
- 2.10.4.4 Completion of Section C (i) of Form **AFR/06** by the Affiliates Accounts Officer - **1 day**.
- 2.10.4.5 Completion of Section C (ii) of Form **AFR/06** by the Director of Finance - **2 days**.
- 2.10.4.6 Completion of Section D of Form **AFR/06** by the Chief Executive Officer - **2 day**.
- 2.10.4.7 Preparation Cheque/Purchase Order - **2 days**
- 2.10.4.8 Dispatch of Cheque/Purchase Order - **1 day**.

2.10.5 **Invoices for Payment**

- 2.10.5.1 The Procurement Manager receives the goods and invites the user Department to check the goods for quality assurance - **1 day**.
- 2.10.5.2 Submission of invoice by supplier/service provider to the Procurement Manager.
- 2.10.5.3 The Procurement Manager attaches the relevant documents (Good Received Notes, Copy of Purchase Order, etc.) to the invoice and passes them to the Accounts Officer-Creditors - **1 day**
- 2.10.5.4 The Accounts Officer-Creditors prepares a payment voucher and forwards it to the Director of Finance for authorization - **5 days**
- 2.10.5.5 Director of Finance authorizes payment - **4 days**
- 2.10.5.6 Preparation of Cheque/ transfer of funds - **2 days**
- 2.10.5.7 Dispatch of Cheque - **1 day**
- 2.10.5.8 Generally, invoices will be settled within a period not exceeding thirty days.

2.11 **Budget Path**

2.11.1 The Botswana National Sport Commission shall adopt a standard budget path for all the National Sport Associations. The budget path shall be as follows;

2.11.1.1 **May:** Sport Development Administration Officer (SDAO) submits budget proposals of National Sport Association.

2.11.1.2 **June:** Director of Sport Development (Administration), in consultation with Director of Finance, vets the budget proposals.

2.11.1.3 **June:** SDAO's releases budget proposals to National Sport Associations.

2.11.1.4 **July:** National Sport Associations revert to the Commission.

2.11.1.5 **July:** Revised Budget is released to the National Sport Association.

2.11.1.6 **August:** National Sport Associations submit final Budgets.

2.11.1.7 **August:** Consolidated Budget presented to the Finance and Audit Committee for approval.

2.11.1.8 **September:** Consolidated Budget presented to the Board for ratification.

2.11.1.9 **October:** Budget presented to the National Sport Associations for endorsement.

2.11.1.10 **October:** Budget submitted to government.

2.12 Grant Allocation

2.12.1 The BNSC receives subvention from the Government.

2.12.1.1 **January:** The Director of Finance sources Commissions grant ceiling from government.

2.12.1.2 **March:** The Commission revises the Budget in accordance with the grant ceiling from government, proposing allocation ceilings for the various Commission structures.

2.12.1.3 **April:** The Director of Finance releases grant allocation ceilings to various Commissions structures.

2.12.1.4 **May:** The various Commission structures revert to the Director of Finance with revised budgets within the given ceilings.

2.12.1.5 **May:** The Director of Finance consolidates the revised budget allocations and forwards it to the Finance and Audit committee.

2.12.1.6 **June:** The Finance and Audit Committee deliberates on and approves the revised budget and allocations.

2.12.1.7 **June:** The final Budget allocation schedule is presented to the Board for endorsement.

2.12.1.8 **July:** The Budget allocation schedule is presented to various Commission structures.

2.13 Budget and Allocation Format

National Sport Association	Administration	Development	Competitions	Equipment	Total
	Salaries Utilities Rentals Meetings, Etc.	Athletes Officials Coaches	Regional Continental World	Apparel and instruments, etc.	100%

2.13.1 As a rule, the budget will be distributed as follows:

2.13.1.1 Not more than **25%** of the total allocation shall be distributed as administration grant

2.13.1.2 Not less than **40%** shall go towards development

2.13.1.3 Not more than **30%** shall go towards competitions

2.13.1.4 Not more than **15%** shall go to equipment.

2.13.1.5 At any given time, the total allocation cannot be more than **100%**

2.14 **Audit**

2.14.1 All the Commission's Departments and structures will be subjected to an internal audit aimed at improving both their operational and financial effectiveness. The Commission and National Sport Associations will also be subjected to an external audit.

2.14.1.1 Internal Audit

2.14.1.1.1 **January:** Audit plan is presented to Finance and Audit Committee

2.14.1.1.2 **February:** Audit plan is presented to Heads of Departments

2.14.1.1.3 **March to June:** Two Departments audited and report released. Two National Sport Association audited and report released.

2.14.1.1.4 **July to October:** One Department audited and report released. Three National Sport Associations audited and report released.

2.14.1.1.5 **November to January:** One Department audited and report

released. Three National Sport Associations audited and report released.

2.14.1.1.6 **January to December:** Special audits.

2.14.1.2 Once the Head of Department/National Sport Association has received an audit report, they shall study it and provide responses and advice on a suitable date for audit report discussion within a **week**.

2.14.2 External Audit

2.14.2.1 In accordance with the BNSC Act No 30 of 2014, the Commission will be subjected to an external audit. National Sport Associations will also be subject to an external audit in accordance with their respective constitutions.

2.14.2.1.1 **February:** Director of Finance to submit Financial statements to the external auditors.

2.14.2.1.2 **March:** Director of Finance to receive Audit Report from the external auditors.

2.14.2.1.3 **April:** Director of Finance to submit Audit Report to the Finance and Audit Committee for approval.

2.14.2.1.4 **May:** Finance and Audit Committee to submit a certified true copy of the Audited Financial Statement to the Board.

2.14.2.1.5 **May:** Director of Finance to submit a certified true copy of the Audited Financial Statement to the Minister of Youth Sport & Culture.

2.14.2.1.6 **July:** Director of Finance to present the Financial Statement together with the Auditor's Annual Report on the Commission's Annual Accounts.

3.0 **SERVICE ELEMENTS (NATIONAL SPORT ASSOCIATION)**

3.1 **Calendars of Events**

- 3.1.1 The Director, Sport Development (Administration) initiates a circular to National Sport Associations inviting them to submit calendars of events and forwards it to the Chief Executive Officer for signing. At the same time the Secretariat initiate their calendar of events - **Beginning of September**
- 3.1.2 The Chief Executive Officer signs the circular and returns it to the Director of Sport Development (Administration) - **1 day**
- 3.1.3 Director of Sport Development (Administration) forwards the circular to the Secretary/Registry Administration Officer for registering and dispatch - **1 day**
- 3.1.4 Secretary/Registry Administration Officer registers the circular, files a copy in the relevant file and dispatches the original - **1 day**
- 3.1.5 National Sport Associations acknowledge receipt of the circular - **5 days**
- 3.1.6 National Sport Associations substantively respond to the circular by submitting the calendar of events to the Registry Administration Officer. At the same time, Heads of Department submit their calendars of events to the Chief Executive Officer - **End of September**
- 3.1.7 Registry Administration Officer registers the calendar of events and forwards them to the Director of Sport Development (Administration) - **1 day**
- 3.1.8 Director of Sport Development (Administration) acknowledges receipt of the calendar of events - **1 day**

- 3.1.9 Director of Sport Development (Administration) forwards the calendar of events to the Director of Business Development for consolidation. At the same time, the Chief Executive Officer submits the Secretariat calendar of events to the Director of Business Development - **1 day**
- 3.1.10 Director of Business Development consolidates the calendars of events - **5 days**
- 3.1.11 Management discusses and agrees on the consolidated calendar of events **1 day**
- 3.1.12 Chief Executive Officer submits the consolidated the calendar of events to the Board for approval - **1 day**
- 3.1.13 The Board approves the calendar of events - **5 days**
- 3.1.14 Secretariat publishes and distributes the calendar of events - **28 days.**

3.2 **Annual Reports**

- 3.2.1 Director of Sport Development (Administration) initiates a circular to the National Sport Associations inviting them to submit their annual reports and forwards it to CEO for signing. At the same time the Secretariat initiate their annual reports - **Beginning of December**
- 3.2.2 Chief Executive Officer signs the circular and returns it to the Director of Sport Development (Administration) - **1 day**
- 3.2.3 Director of Sport Development (Administration) forwards the circular to the Secretary/Registry Admin. Officer for registering and dispatch - **1 day**
- 3.2.4 Secretary/Registry Administration Officer registers the circular, files a copy in the relevant file and dispatches the original - **1 day**
- 3.2.5 National Sport Associations acknowledge receipt of the circular - **5 days**

- 3.2.6 National Sport Associations substantively respond to the circular by submitting annual reports to the Registry Administration Officer. At the same time, Heads of Department submit their annual reports to the Chief Executive Officer - **End of December**
- 3.2.7 Registry Administration Officer registers the annual reports and forwards them to the Director of Sport Development (Administration) - **1 day**
- 3.2.8 Director of Sport Development (Administration) acknowledges receipt of the annual reports - **1 day**
- 3.2.9 Director of Sport Development (Administration) forwards the annual reports to the Director of Business Development for consolidation. At the same time, the Chief Executive Officer submits the Secretariat annual reports Director of Business Development - **1 day**
- 3.2.10 Director of Business Development consolidates the annual reports - **5 days**
- 3.2.11 Management discusses and agrees on the consolidated annual reports - **1 day**
- 3.2.12 Chief Executive Officer submits the consolidated the annual reports to the Board for approval - **1 day**
- 3.2.13 The Board approves the annual reports - **5 days**
- 3.2.14 Secretariat publishes and distributes the annual reports - **28 days.**

3.3 **Quarterly Reports**

- 3.3.1 Director of Sport Development (Technical) initiates a circular to the National Sport Associations inviting them to submit their quarterly reports and forwards it to CEO for signing - **End of February, May and August.**
- 3.3.2 Chief Executive Officer signs the circular and returns it to the Director of Sport Development (Technical) - **1 day**

- 3.3.3 Director of Sport Development (Technical) forwards the circular to the Secretary/Registry Administration Officer for registering and dispatch - **1 day**
- 3.3.4 Secretary/Registry Administration Officer registers the circular, files a copy in the relevant file and dispatches the original - **1 day**
- 3.3.5 National Sport Associations acknowledge receipt of the circular - **5 days**
- 3.3.6 National Sport Associations substantively respond to the circular by submitting quarterly reports to the Registry Administration Officer - **End of March, June and September.**
- 3.3.7 Registry Administration Officer registers the quarterly reports and forwards them to the Director of Sport Development (Technical) - **1 day**
- 3.3.8 Director of Sport Development (Technical) acknowledges receipt of the quarterly reports and forwards them to the SDAOs/SDOs for filing - **1 day**
- 3.4 **Activity Reports**
- 3.4.1 Submission of activity reports by the Commissions structures to the relevant Sport Development Officers, with full accounting of the event - **15 days after the event.**
- 3.4.2 Sport Development Officer acknowledges receipt of the activity report - **1 day**
- 3.4.3 Sport Development Officer gives a substantive response to the Commissions structures.
- 3.5 **Development Plans**
- 3.5.1 Director of Sport Development (Technical) initiates a circular to National Sport Associations inviting them to submit development plans for the coming year and forwards it to the Chief Executive Officer for signing - **Beginning of November**

- 3.5.2 Chief Executive Officer signs the circular and returns it to the Director of Sport Development (Technical) - **1 day**
- 3.5.3 Director of Sport Development (Technical) forwards the circular to the Secretary/Registry Administration Officer for registering and dispatch - **1 day**
- 3.5.4 Secretary/Registry Administration Officer registers the circular, files a copy in the relevant file and dispatches the original - **1 day**
- 3.5.5 National Sport Associations acknowledge receipt of the circular - **5 days**
- 3.5.6 National Sport Associations substantively respond to the circular by submitting the development plans to the Registry Administration Officer - **End of November**
- 3.5.7 Registry Administration Officer registers the development plans and forwards them to the Director Sport Development Technical - **1 day**
- 3.5.8 Director of Sport Development (Technical) acknowledges receipt of the development plans - **1 day**
- 3.5.9 Director of Sport Development (Technical) schedules meetings to discuss plans with National Sport Associations where necessary - **1 day**
- 3.5.10 Director of Sport Development (Technical) presents the development plans to the Sport Development Committee for approval - **15 days**
- 3.5.11 Sport Development Committee approves the plans and forwards them to the Board for endorsement - **1 days**
- 3.5.12 The Board endorses the plans - **5 days.**