

## PROGRAMME OVERVIEW

The purpose of this qualification is to provide a structured programme to those who work in support of senior management government officials to achieve service delivery objectives. This course covers service delivery, applying public sector policy, identifying, and solving problems, communications, and administration skills within the public sector. It is suitable for public officials working at an operational level and responsible for implementing specific Service delivery objectives within a public sector departmental context. This qualification enables transferability of skills between the Private and Public sector.

## DURATION AND MODE OF DELIVERY

- The programme is offered over a period of 12 months
- Online, blended or face to face
- All options include self-study, assignment writing as well as examinations and group presentations and assessments

## ENTRY REQUIREMENTS

- Further Education and Training Certificate
- Communication at NQF level 4
- Mathematical literacy NQF level 4

## ACCREDITATION

- National Certificate in Public Administration, NQF Level 5, Credits 141
- Accredited with PSETA – Public Services Sector Education and Training Authority

## EXIT LEVEL OUTCOMES

- Manage service delivery improvement and employ client service delivery techniques
  - Design, formulate public sector policies and regulations
- Manage and lead human resources in the workplace
- Apply the principles of risk management to manage risk situations in the public sector
- Apply the principles of knowledge management to public sector administration
- Plan strategically to improve business performance
- Apply South African legislation and policy affecting public administration

## UNIT STANDARDS

	MODULE	UNIT STANDARD TITLE	LEVEL	CREDITS
	<b>Module 1:</b> Personal Team Effectiveness (32 Credits)	119332: Manage and develop oneself in the public sector work environment	5	10
		15237: Build teams to meet set goals and objectives	5	3
		114226: Interpret and manage conflicts within the workplace	5	8
		15222: Promote a learning culture in an organisation	5	3
		120305: Analyse the role that emotional intelligence plays in leadership	5	8
	<b>Module 2:</b> Legislation, Policy, and Ethical Principles (40 Credits)	120301: Formulate and evaluate public sector policies and regulations	5	8
		119342: Apply knowledge of ethical principles, standards and professional conduct in public sector management and administration	5	8
		116928: Manage diversity in the workplace	5	14
		20307: Apply South African legislation and policy affecting public administration		
	<b>Module 3:</b> Service Delivery (35 Credits)	120310: Apply client service techniques to improve service delivery	5	6
		120306: Manage service delivery improvement	5	8
		119336: Manage the development and performance of human capital in the public sector	5	12
		120304: Analyse, interpret and communicate information	5	9
	<b>Module 4:</b> Transformation in Public Entities (16 Credits)	115405: Apply principles of knowledge management to organisational transformation	5	10
		15216: Create opportunities for innovation and lead projects to meet innovative ideas	5	4
		120360: Demonstrate understanding of financial and accounting principles for public entities	5	12
		120303: Apply principles of risk management	5	8