

# National Certificate: Public Administration Level 3

SAQA Qualification ID 57804, NQF Level 3, 157 Credits | 20 OPSA CPD Points

## Introduction

*This qualification is aimed at rapidly building the skills base within the public sector. The importance of the ethical base on which public service is based is reflected in this qualification. The National Certificate in Public Administration supports the objectives of the NQF in that it gives the learner access to a registered qualification. It will ensure that the quality of education and training in the public sector is enhanced and of a world-class standard. The qualification will allow learners not only to develop their knowledge and skills but will also enable them to benchmark their competence against international standards and contribute to building an effective and public sector for all South Africa.*

*This qualification has been developed for the South African context but compares with similar courses internationally. This qualification is designed for those who work within or serve national government departments, provincial government departments, government agencies and local authorities.*

*There are no exams! Delegates are required to complete a Portfolio of Evidence.*

## Entry Requirements

Learners accessing this qualification are assumed to be competent in: Communication and Mathematical Literacy at NQF Level 2 (Grade 8) and Computer Literacy at NQF Level 1 (Grade 7).

## Qualification Objectives

- Provide an effective administration service at practitioner level in the public sector at national, provincial or local government level
- Demonstrate a knowledge of the legal, regulatory and policy frameworks that regulate and control the work of the learner's department and its function in the public sector
- Deliver and make informed judgements about the quality of the administration service that they offer their clients
- Take responsibility for managing their own performance and growth as administrative practitioners in the context of public sector human resource development policies and procedures
- Use and maintain physical and/or electronic information record systems in the public sector context in which they are operating
- Use and maintain computers and workplace equipment relevant to their public administration role in their operating context
- Communicate effectively in terms of the requirements of a public sector administrator at the practitioner level
- Compute the necessary figures and totals accurately and correctly in terms of the requirements for effective public administration
- Maintain health, safety and security of the work community and environment

## Qualification Outline

### Module 1: Customer Service

- The reception area
- Customer service
- Telephone skills
- Answering customer enquiries by making use of various communication tools

### Module 2: The Public Sector

- Public sector policies and procedures
- Public sector code of conduct
- Ethical standards in the public sector
- The role and responsibility of provincial, local and national government
- Health, safety and security in the workplace
- Employment rights, grievances and disputes

### Module 3: IT in the workplace

- Operating a personal computer and peripherals
- Using word processing documents
- Data entry and retrieval systems

### Module 4: Office Professionalism

- Records management
- Managing and improving your work performance in the public sector
- Performing basic business calculations
- Solve work related problems using data and probabilities

### Module 5: Information Management

- Planning and conducting research in an office
- Using and interpreting information from texts and business writing
- Using language and communication in occupational learning
- Coordinating meetings, minor events and event management