

National Certificate: Public Administration Level 4

SAQA Qualification ID 57712, NQF Level 4, 150 Credits

Introduction

As you take on a management role in the public service, you will be faced with many challenges and, to successfully navigate these challenges, you will need to ensure that you are armed with key skills and insights into the function.

This qualification focuses on developing managerial excellence and promoting productivity within the public service and will help you build your fundamental competencies such as being able to effectively plan, organise, lead and monitor the performance of your team.

The purpose of this programme is to provide you with a solid foundation to build a career in management in the public sector and will provide you with solid skills in four key areas: Leadership, self-management, people management and management practices.

This qualification will strengthen your management competencies and enable you to better manage systems, processes, resources, self, teams and individuals in different roles within the public sector.

Who should attend

This qualification is ideal for junior to mid-level government employees working or planning to work as managers in the public sector.

Minimum Entry Requirements

- Communication at NQF Level 3 (Grade 11)
- Mathematical Literacy at NQF Level 3 (Grade 11)
- Computer Literacy at NQF Level 3 (Grade 11)

Training Breakdown

This qualification runs over a period of one year with at least 15 days of training. Learners also have additional access to mentors and work groups to assist in the completion of the activities.

Qualification Objectives

This qualification equips learners with a thorough grounding in the principles and skills to master management including:

- Information analysis and presentation according to organisational objectives and requirements
- Defining and aligning tasks, resources, timeframes and measurement criteria to meet organisational objectives
- Application of methods, procedures and techniques to organise a work unit in accordance with organisational requirements
- Application of the principles of leadership, organisation's objectives and Standard Operating Procedures within a work unit
- Application of knowledge of group dynamics to build effective teams

- Measurement of work unit performance against organisational objectives
- Understanding of the concept of ethics and its influence on activities and decision-making
- Understand South African legislation affecting public administration

Qualification Outline

Cluster One

Module 1: Management in the Public sector

- Demonstrate knowledge and understanding of the basic principles of public administration and management
- Maintain records for a team
 - Identify and explain the core and support functions of an organisation
 - Describe the relationship of junior management to other management roles

Module 2: Workplace Ethics and Problem Solving

- Instilling workplace ethics
- Solving problems effectively

Cluster Two

Module 3: Planning Skills

- Employing a systematic approach to achieving objectives
- Using planning skills to resolve a problem

Cluster Three

Module 4: Expenditure and Budgets

- Managing expenditure and budgets

Module 5: Time Management

- Allocating resources
- Managing time and priorities

Cluster Four

Module 6: Organisational Strategy and Functions

- Understanding your organisation's strategy
- Clarifying organisational functions

Module 7: Workplace Relationships

- Managing workplace relationships

Cluster Five

Module 8: Leadership and Team Morale

- Developing strong leadership skills
- Understanding team dynamics and morale

Module 9: Meetings and Minutes

- Conducting structured meetings

Cluster Six

Module 10: Performance Monitoring

- Monitoring performance
- Managing your supply chain

Module 11: Customer Service

- Providing outstanding customer service

Cluster Seven

Module 12: Maths Fundamentals

- Statistics, probability, shapes and motion
- Personal and business financial aspects

Module 13: Second Language Fundamentals

- Interpret texts in second language
- Write and present in second language