

Course	NQF level	Credits
Further Education and Training Certificate: Public Administration	4	146
National Certificate: Public Administration	5	141
Accommodate Audience and context needs in oral/signed communication	3	5
Analyse, interpret and communicate information	5	9
Apply Administrative principles in the implementation of public sector procedures and work schedule	4	6
Apply client service techniques to improve service delivery	5	6
Apply knowledge of ethical principles, standards and professional conduct in public sector management and administration	5	8
Apply knowledge of statistics and probability of critically interrogate and effectively communicate findings on life related problems	4	6
Apply principles of computerised systems to manage data and reports relevant to the public sector administration	5	10
Apply principles of knowledge management to Organisational transformation	5	10
Apply principles of risk management	5	8
Apply principles, regulations and legislation underlying supply chain management in the public sector	5	15
Apply sound communication principles in the coordination of selected public sector communications programmes	5	10
Apply South African legislation and policy affecting public administration	5	10
Apply the Batho Pele principles to own work role and context	3	4
Apply the principles of good customer service to achieve public sector objectives	4	6
Build teams to meet set goals and objectives	5	3

Create opportunities for innovation and lead projects to meet innovative ideas	5	4
Define overall public sector culture and values and apply to own work context	4	6
Demonstrate an ability to apply the principles of problem identification, analysis and decision-making within immediate work context	4	6
Demonstrate an understanding and apply the framework and overall mechanics of government in public sector policy	4	6
Demonstrate knowledge and insight in the principles of monitoring and evaluation in assessing organisation and/or programme performance in a specific context	5	5
Demonstrate knowledge of and apply the public sector code of conduct in own work role and context	4	4
Discuss the selected legislative regulatory framework governing the public sector management and administration environment	5	12
Engage in sustained oral/signed communication and evaluate spoken/signed texts	4	5
Formulate, design and implement customer service delivery systems and processes	6	8
Fulfill procurement activities and supervise procurement administration	4	8
Interpret a variety of literary texts	3	5
Interpret and manage conflicts within the workplace	5	8
Interpret and use information from texts	3	5
Manage and develop oneself in the public sector work environment	5	10
Manage diversity in the workplace	5	14
Manage individual and team performance	4	8
Manage service delivery improvement	6	8
Manage the development and performance of human capital in the public sector	5	12

Measure and Analyse customer service levels	6	12
Promote a learning culture in an organisation	5	3
Read/view, analyse and respond to a variety of texts	4	5
Set, monitor and measure the achievement of goals and objectives for a team, department or division within an organisation	5	4
Supervise a project team of a developmental project to deliver project objectives	5	14
Supervise work unit to achieve work unit objectives(individuals and teams)	4	12
Use the writing process to compose texts required in the business environment	4	5
Write/present/sign for wide range of contexts	4	5
Write/present/sign texts for a range of communicative contexts	3	5