



Pro-Active College™
FREEDOMTHROUGHKNOWLEDGE

PUBLIC ADMINISTRATION NQF 4

This skills programme provides the learner with the knowledge, skills, attitudes and values to understand, apply and comply with different government policy and procedure frameworks, ranging from service delivery, customer service, quality management and operational policies within the public sector.



Unit Standard
Aligned



SETA
Accredited



Outcomes
Based

This skills programme is aligned to the unit standards:

DEMONSTRATE AN UNDERSTANDING AND APPLY THE
FRAMEWORK AND OVERALL MECHANICS OF GOVERNMENT IN
PUBLIC SECTOR POLICY

(US: 242880)

NQF Level 4
6 Credits

APPLY PRINCIPLES OF COMPUTERISED SYSTEMS TO MANAGE
DATA AND REPORTS RELEVANT TO THE PUBLIC SECTOR
ADMINISTRATION

(US: 119351)

NQF Level 5
10 Credits

TARGET GROUP

This skills programme is designed for the public sector and is aimed at:

- public sector officials involved with the service delivery activities in order to render services to communities, stakeholders and other related role players that interact with the public sector; and
- public officials who are seeking to develop a career pathway towards becoming an accomplished administration specialist.

BENEFITS

The benefits of this skills programme include:

- the ability to implement and monitor quality management systems;
- compliance with public sector policy frameworks with regards to service delivery; and
- effective utilisation of computerised systems to manage data and reports.

ABOUT US

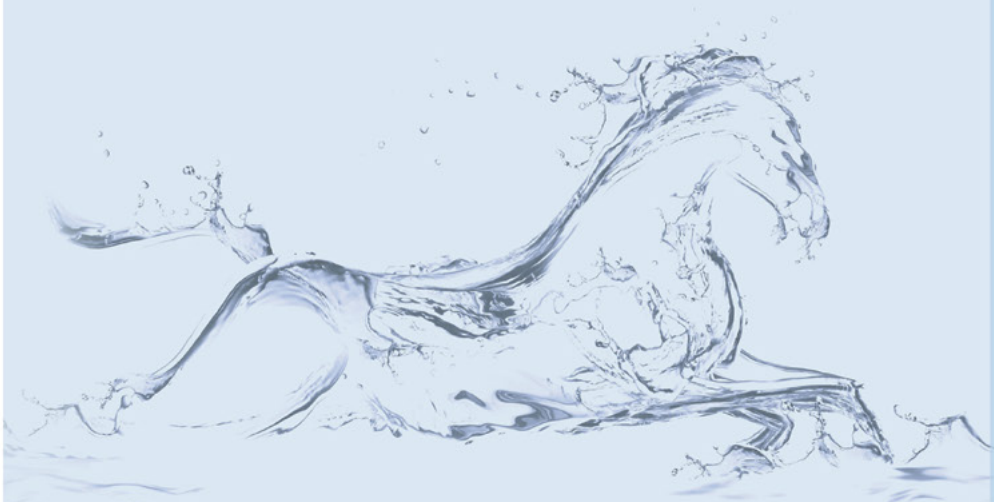
Pro-Active College excels in the education, training and development of public and private sector officials. With its strong focus on practical workplace skills, Pro-Active College strives to facilitate measurable improvements in the productivity of client organisations.

Contact Us

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PROGRAMME OUTCOMES

On completion of this skills programme, learners will be able to:

- identify the mode of operation of different public sector structures;
- demonstrate an understanding of the service delivery policy framework of government and relate this to own work context;
- demonstrate an understanding of how public sector policies and procedures impact on overall customer service;
- identifying the typical quality management system that applies within the public sector and integrating these quality management principles into own work context;
- describe the basic elements of a computer-based information system;
- utilise computer applications commonly found in the public sector environment;
- identify opportunities to use the computer as a management tool; and
- monitor and control information to prevent technology risks.

ENTRY REQUIREMENTS

The credit calculation in the relevant unit standards is based on the assumption that learners are:

- competent in communication (NQF level 3);
- competent in mathematical literacy (NQF level 3);
- competent in computer literacy (NQF level 3); and
- in possession of a Further Education and Training Certificate or equivalent qualification.

Programme Outline

Learning Unit One

Mode of Operation of Different Public Sector Structures

- The Constitution
- Public law legislation imposing obligations and duties on branches of government
- Legislation
- Public policy: methods, lists, principles, rules, regulation and processes
- The beneficial and hazardous consequences of integration and failure to integrate

Learning Unit Two

Service Delivery Policy Framework of Government

- The elements, functions, categories and levels within a public service delivery policy framework
- The service delivery policy framework of government
- Applying service delivery policy framework to workplace functions
- The beneficial and hazardous consequences of compliance and non-compliance with policy frameworks

Learning Unit Three

Policies and Procedures Impacting Customer Service

- Public service policies and procedures as frameworks of goals, the process required to achieve the goals and principles of conduct (including resources) necessary to achieve the public service outcomes
- Categories of goals/outcomes to be achieved by public sector policies
- The customer service impact of policies and procedures
- The value of policy and procedure impact assessment to balance governance goals, service delivery and customer satisfaction goals
- The effect of public sector policy in relation to customer service

Learning Unit Four

Public Sector Quality Management Systems

- The concept of 'quality' in the context of service delivery risk and customer public service
- The structure, purpose and functions of management systems
- The necessity and purpose of quality goals and standards
- Processes and procedures necessary to implement and monitor quality
- Integrating quality processes and procedures into own work management systems

Learning Unit Five

Computer-Based Information System

- The basic elements of a computer-based information system
- Distinctions between systems and applications software
- IT service providers

Learning Unit Six

Computer Applications in the Public Sector Environment

- Transaction processing using selected ERP systems
- Microsoft-Project applications as a way to manage projects
- Advanced applications of Excel spreadsheets and database tools

Learning Unit Seven

The Computer as a Management Tool

- Management information systems in the context of the varying information needs of the organisation
- IT needs in relation to the different information that needs to be processed
- Functionalities of information technology

- Methodologies for better integrating and networking information
- IT processes are monitored and managed

Learning Unit Eight

Monitor and Control Information to Prevent Technology Risks

- Potential information technology risks and their impact on the organisation
- Information security policy, standards and good practice procedures
- Review and update controls on a timely basis as per public sector specific requirements
- Procedures to minimise the impact of IT risks
- The backup of essential data
- Maintaining statistics to measure losses/violations in a system

DURATION

Five day contact session combined with practical workplace experience.

PORTFOLIO OF EVIDENCE

To be declared competent in these unit standards the learner must be assessed by a registered assessor and be found competent in the following:

Formative Assessment

Consisting of classroom activities on which the facilitator will give feedback.

Summative Assessment

This assessment consists of workplace assignments and questions. This must be the learners' own individual work.