



Pro-Active College™
FREEDOMTHROUGHKNOWLEDGE

SERVICE DELIVERY IN THE PUBLIC SECTOR

This skills programme provides the learner with the knowledge, skills, attitudes and values to improve and manage service delivery in the public sector environment.



Unit Standard
Aligned



SETA
Accredited



Outcomes
Based

Designed and developed by Pro-Actives College, this skills programme is aligned to the unit standards:

APPLY CLIENT SERVICE TECHNIQUES TO IMPROVE SERVICE DELIVERY
(US: 120310)

NQF Level 5
6 Credits

MANAGE SERVICE DELIVERY IMPROVEMENT
(US: 120306)

NQF Level 6
8 Credits

TARGET GROUP

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

- elected political leaders and public sector officials who manage service delivery activities that require use of public assets to render services to the communities; and
- public officials, political executives, strategic executive managers, department managers, organisation managers and other role-players contributing to the development of improved service delivery to communities.

BENEFITS

The benefits of this skills programme include:

- improved service delivery; and
- overall community upliftment.

ABOUT US

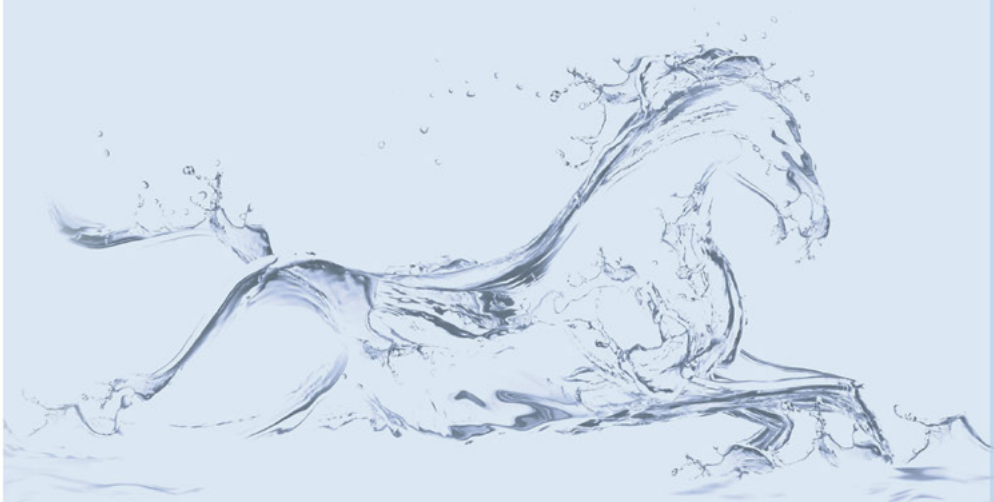
Pro-Active College excels in the education, training and development of public and private sector officials. With its strong focus on practical workplace skills, Pro-Active College strives to facilitate measurable improvements in the productivity of client organisations.

Contact Us

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PROGRAMME OUTCOMES

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

- analyse the relationship between service communication and client behaviour and characteristics;
- apply client service techniques;
- apply client techniques to high-risk customer relations;
- apply professional conduct in service provision;
- develop a service delivery improvement plan to meet organisational targets;
- apply service delivery improvements and honour client confidentiality; and
- review the service delivery improvement plan of the organisation/department.

ENTRY REQUIREMENTS

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

- communication (NQF level 5);
- mathematical literacy (NQF level 4); and
- computer literacy (NQF level 4).

DURATION

Four 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.

Programme Outline

Learning Unit One

Service Communication and Client Behaviour and Characteristics

- Customer service in the public sector
- Customer behaviour and characteristics
- Effective communication with different customer types
- Feedback and reporting processes

Learning Unit Two

Applying Client Service Techniques

- Sources of communication difficulties and obstacles
- Adapting your behavioural style
- The principles of Batho Pele
- The rights of customers
- Report feedback on applied customer service techniques

Learning Unit Three

High Risk Customer Relations

- Identifying high-risk areas of provision
- Communication techniques suited to high risk customer relations
- Actions and plans to avoid crisis

Learning Unit Four

Professional Conduct in Service Provision

- Service standards
- Service delivery improvement plans
- Reasons and sources of client dissatisfaction