



THE
LEARNING
DEVELOPMENT
GROUP

Introduction

The NC: Public Administration, level 5, is aimed at public officials working with senior management in all spheres of government.

The comprehensive specialist qualification covers a range of subject areas relevant to public officials employed at an operational level. Individuals will gain knowledge and skills in service delivery, formulating public sector policies, risk management, applying legislation, managing people, financial administration, project management and IT for the public sector.

It offers a career path towards other qualifications in public administration and management at an NQF level 6.

Target Audience

The qualification is suitable for those seeking career opportunities and progression in financial services, administration, management, accounting, project management and public entity management within administration and management in local, provincial and national government.

Entry Requirements

- Competency in Communication (English) at NQF Level 4.
- Competency in Mathematical Literacy at NQF Level 4.
- Computer Literacy at NQF Level 4.

Workplace Requirements

- Access to and be performing management functions.
- An allocated workplace mentor or supervisor.
- Access to a PC, software and internet.

Business Administration

NC: Public Administration

PSETA Certification

SAQA ID: 50060

NQF Level: 5

Credits: 141

Course Delivery & Assessment

We use in-classroom, virtual classroom and blended interactive facilitated training sessions, group discussions, assignments and self study to embed skills.

You will need to:

- Attend all lectures and sessions.
- Demonstrate theoretical and practical understanding of programme content.
- Undergo workplace learning, on-the-job coaching and mentoring, theoretical assessment and workplace observation.
- Compile and submit a Portfolio of Evidence (PoE).

To receive the NC: Public Administration, level 5, you will need to compile, submit and be found competent by constituent Assessors, Moderators and Verifiers on a Portfolio of Evidence (PoE).

Learning Outcomes

By the end of the qualification, you will be able to:

- Manage service delivery improvement and employ client service delivery techniques.
- Manage and lead human resources in the workplace.
- Apply the principles of knowledge management to public sector administration.
- Plan strategically to improve business performance.
- Apply South African legislation and policy affecting public administration.
- Apply the principles of risk management to manage risk situations in the public sector.
- Design and formulate public sector policies and regulations.



Course Content

NC: Public Administration
Accreditation Body: PSETA

SAQA ID: 50060 | **Learning Programme ID: NA**
NQF Level: 5 | **Credits : 141**

Core Modules

- Apply client service techniques to improve service delivery
- Apply principles of knowledge management to organisational transformation
- Apply principles of risk management
- Apply South African legislation and policy affecting public administration
- Build teams to meet set goals and objectives
- Create opportunities for innovation and lead projects to meet innovative ideas
- Formulate and evaluate public sector policies and regulations
- Interpret and manage conflicts within the workplace
- Manage diversity in the workplace
- Manage the development and performance of human capital in the public sector
- Promote a learning culture in an organisation
- Manage service delivery improvement

Fundamental Modules

- Analyse, interpret and communicate information
- Apply knowledge of ethical principles, standards and professional conduct in public sector management and administration
- Manage and develop oneself in the public sector work environment

Elective Modules

- Apply a systems approach to decision making
- Create and manage an environment that promotes innovation
- Gather and manage information for decision-making
- Harness diversity and build on strengths of a diverse working environment



info@ldgroup.co.za



+27 086 022 7337



www.ldgroup.co.za

Our Accredited Organisations



FACULTY
TRAINING
INSTITUTE



Siyangoba



Siyaya®
SKILLS INSTITUTE



PROSERV
SOUTH AFRICA



MBAT
DEVELOP - EMPOWER - GROW

