

National Diploma: Public Administration

SAQA US ID 67460 ✦ NQF Level 6 ✦ 240 Credits

Purpose

The purpose of this qualification is to provide a structured programme for public officials that work with senior and executive management officials so as to provide support to strategic leadership and management needed to transform all spheres of government. The National Diploma in Public Administration (NQF Level 6) is aimed at practitioners working in the public sector or moving into the public sector. It is a qualification in a career pathway towards an accomplished Public Administration and Management Specialist.

The qualification will enhance the ability of the qualifying learner as a public official to perform the expected administration tasks, as well as to improve management abilities. In this way, the qualification enhances transferability of skills within different spheres of the public sector. At the same time, a learner will gain a firm foundation required for furthering studies leading to qualification registered at NQF levels 7.

Qualifying learners could follow a variety of careers within the Public Sector's:

- Financial Services.
- Administration.
- Management.
- Strategic Leadership.
- Accounting.
- Public Entity Management.
- Knowledge Management.

Who should Attend

The Diploma in Public Administration Level 6 is a specialised Qualification which offers administrative and managerial skills and knowledge that contributes to service delivery in the public sector for learners who:

- Have attained the National Certificate in Public Administration and Management: Level 5 or any related Public Administration and Management qualifications or generic administration and management qualifications, and wish to continue on a path of life-long learning within the Public Administration or related qualifications.
- Have worked in Public Administration, Municipal, Public Financial Management, for many years, but have no formal Qualifications in their area of expertise.

- Wish to extend their range of skills and knowledge of Public Administration and Management so that they can become knowledgeable workers.
- Are contracted in a learnership agreement.
- Have recently taken up a position in Public Administration and Management and need to acquire specific occupational competences peculiar to the public sector.
- Have not yet acquired the skills and competencies required for learning higher level Public Administration and Management.

Entry Requirements

- Further Education and Training Certificate or equivalent qualification.
- Competences in Communication NQF Level 5, and Computer Literacy NQF level 5.
- Competence in the Qualification - National Certificate in Public Administration and Management: Level 5 or equivalent.

Duration

- 24 months

Exit Level Outcomes

On achieving this qualification, the learner will:

1. Develop and manage knowledge management and knowledge management systems for the public sector.
2. Manage the implementation of strategies, policies and plans in a public sector environment.
3. Develop service delivery charters, protocols and agreements to support service delivery objectives and implementation within public sector environment.
4. Promote and uphold strategic leadership within public sector environment.
5. Create a culture of a learning organisation within the public sector.

Course Content

Module 1: Develop and manage knowledge

- A vision and culture that empowers staff to seek and share knowledge is created within overall public sector context.

- Partnerships are established across organisational boundaries to facilitate knowledge sharing.
- Different organisational knowledge structures are correlated in order to determine knowledge management capacities and requirements.
- Knowledge management communication lines are facilitated within and across organisations.
- Knowledge management structures and mechanisms are designed in line with organisational policies and procedures.
- Trouble shooting mechanisms are established and implemented to maintain and improve the knowledge management system.
- Knowledge capability is monitored and managed within a public sector organisation.

Module 2: Manage the implementation of strategies

- Advice, guidance and analysis is provided regarding the impact of legislation on overall delivery objectives, priorities and processes.
- Implementation objectives, priorities and processes are communicated to relevant stakeholders.
- The allocation and use of resources is managed according to overall public sector policies, procedures and legislation.
- Implementation processes are coordinated, monitored and reviewed in line with overall public sector policies and procedures.
- Realignment of implementation objectives, priorities and processes is negotiated with relevant stakeholders.
- Change management processes associated with implementation strategies are implemented and managed on an ongoing basis.

Module 3: Develop service delivery charters

- Service delivery objectives are evaluated and updated on an ongoing basis.
- Service delivery charter is developed in line with overall public sector service delivery policies and objectives.
- The principles of the service delivery charter are advocated to internal and external stakeholders.
- The impact of the service delivery charter is evaluated in order to enhance client satisfaction.
- The nature and extent of services to be provided is negotiated, and protocols governing service provision is agreed to within public sector policy framework and protocols.
- Terms of agreement are established in line with public sector policies.

- Services to be purchased and/or provided are identified and cognisance taken of these services in service charters.
- Provisions for service are approved, monitored, evaluated and reported in line with public service policies.

Module 4: Promote and uphold strategic leadership

- Participation is undertaken in the formulation and communication of organisational vision, purpose, principles and values.
- Concepts and issues are examined and clarified in relation to overall government strategy, objectives and priorities.
- Priorities are identified and actions initiated to achieve objectives.
- Actions are initiated in order to position the public sector organisation to respond to changes in the environment.

Module 5: Create a culture of a learning organisation

- The importance of knowledge is promoted within the public sector through effective communication and liaison.
- A knowledge-enabling environment is created in line with overall knowledge management policies and procedures.
- Others are motivated to share and transfer knowledge.
- The organisation's behaviour is proactively modified to keep up with the latest knowledge management developments.