



National Diploma: Public Administration

SAQA ID: 67460

Credits: 240

NQF LEVEL: 6

Duration: 2 years

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 need for well-qualified efficient, client-oriented public officials is therefore identified as a priority in all the three 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

No.	SAQA ID	SAQA Title	NQF Level	Credits	Learning Outcomes (Concepts/Content Covered)
1	119342	Apply knowledge of ethical principles, standards and professional conduct in public sector management and administration	Level 5	8	<ul style="list-style-type: none"> • Explaining the core ethical values and standards which apply to the public sector. • Outlining ethical values and standards contained in legislation and codes which have relevance to the conduct of employees in the public sector. • Describing areas of ethical conflict for public sector employees. • Explaining the importance of ethical values and standards in relation to the public sector workplace. • Discussing the relevance of established professional ethics and codes of conduct in public sector administration.
2	120307	Apply South African legislation and policy affecting public administration	Level 5	10	<ul style="list-style-type: none"> • Applying financial management techniques in the implementation of sector specific policy programmes. • Explaining the structures of public policy making in the South Africa context. • Apply legislation to promote public sector management. • Analyse factors affecting policy-making. • Apply principles of good governance and ethical behaviour within a public sector setting.
3	12138	Conduct an organisational needs analysis	Level 6	10	<ul style="list-style-type: none"> • Analyse the current situation • Determine and describe agreed short- and long-term organisational objectives • Define the gap and make recommendations for bridging the gap • Produce a written report of the results
4	243113	Create a culture of a learning organisation within the public sector	Level 6	8	<ul style="list-style-type: none"> • Promoting the importance of knowledge within the public service through effective communication and liaison. • Creating a knowledge-enabling environment. • Motivating others to share and transfer knowledge. • Modifying the organisation's behaviour proactively to keep up with the latest knowledge management developments.

No.	SAQA ID	SAQA Title	NQF Level	Credits	Learning Outcomes (Concepts/Content Covered)
5	243110	Design, implement and evaluate change management strategy for a Public Sector environment	Level 6	10	<ul style="list-style-type: none"> • Designing change management strategy to enhance organisational performance. • Designing communication strategy to meet change management goals. • Sponsoring change agents and creating a network of leaders who support and own change initiatives. • Designing activities, processes and procedures to implement change management strategy.
6	243115	Develop a service delivery charter for a public sector organisation	Level 6	10	<ul style="list-style-type: none"> • Evaluating and updating service delivery objectives. • Developing a service delivery charter. • Advocating the principles of the service delivery charter to internal and external stakeholders. • Evaluating the impact of the service delivery charter on enhanced client satisfaction.
7	243119	Develop and produce public sector service delivery protocols and agreements	Level 6	10	<ul style="list-style-type: none"> • Negotiating the nature and extent of services to be provided, and protocols governing service provision. • Establishing terms of agreement. • Specifying services to be purchased and/or provided. • Approving, monitoring, evaluating and reporting on provisions.
8	243121	Develop mechanisms and structures for managing knowledge	Level 6	12	<ul style="list-style-type: none"> • Developing a proposal to communicate the value of and necessity for a knowledge management system to different audiences. • Amending the proposal to minimise identified risks and threats identified by different audiences. • Establishing knowledge management structures and mechanisms in line with organizational policies and procedures. • Coaching others on knowledge management techniques and promoting best practice. • Establishing and implementing trouble shooting mechanisms to maintain and improve the knowledge management system. • Monitoring and measuring knowledge capability within a public sector organisation.

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9	12158	Formulate and coordinate government communications programmes	Level 6	5	<ul style="list-style-type: none"> • Research government communication requirements. • Develop government communication programme. • Coordinate government communication programme
10	114493	Manage interactive communication between public and government	Level 6	7	<ul style="list-style-type: none"> • Manage the accessing of information from the public. • Manage information sharing and report-back to public. • Manage information flow to and from decision makers
11	243109	Manage knowledge management systems within the public sector	Level 6	10	<ul style="list-style-type: none"> • Creating and supporting a vision and culture that empowers staff to seek and share knowledge. • Establishing partnerships across organisational boundaries to facilitate knowledge sharing. • Correlating different organisational knowledge structures. • Facilitating knowledge management communication lines within and across organisations.
12	243114	Manage the implementation of organisational strategies, policies and plans in a Public Sector environment	Level 6	8	<ul style="list-style-type: none"> • Providing advice, guidance and analysis on the impact of legislation on overall delivery objectives, priorities and processes. • Communicating implementation objectives, priorities and processes. • Managing the allocation and use of resources. • Coordinating, monitoring and reviewing implementation processes. • Negotiating realignment of implementation objectives, priorities and processes
13	243112	Manage the tender procurement process	Level 6	10	<ul style="list-style-type: none"> • Preparing to initiate the tender procurement process. • Managing the pre-tender procurement procedures. • Managing the tender procurement procedures. • Establishing proactive communication with all role-players of the tender procurement process.

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14	243116	Promote and uphold strategic leadership in line with Public Sector vision, values, objectives and priorities	Level 6	10	<ul style="list-style-type: none"> • Participating in formulation and communication of organizational vision, purpose, principles and values. • Examining and clarifying concepts and issues in relation to overall government strategy, objectives and priorities. • Identifying priorities and initiating actions to achieve objectives. Initiating actions to position the public sector organisation to respond to changes in the environment.
15	243117	Set budget parameters for public sector department/organisation	Level 6	10	<ul style="list-style-type: none"> • Demonstrating knowledge of setting budget parameters for department/organisation. • Setting the budget parameters for a department/organisation. • Communicating the departmental/organisational budget parameters and the method of allocation to all relevant external and internal stakeholders. • Managing the set budget parameters
16	116804	Collect and collate background information for specific contexts	Level 6	15	<ul style="list-style-type: none"> • Preparing terminology • Collecting new background information • Collating new background information • Selecting relevant information
17	13099	Contribute to the implementation, post-implementation review and maintenance of information systems	Level 6	16	<ul style="list-style-type: none"> • Describe the basic concepts of information systems. • Identify basic issues that determine the way computer-based information systems are implemented • Participate in conducting feasibility studies. • Contribute to the implementation of information systems • Conduct post-implementation reviews of information systems. • Establish and evaluate procedures for acquiring information system components

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18	120306	Manage service delivery improvement	Level 6	8	<ul style="list-style-type: none"> • Developing a service delivery improvement plan to meet organisational targets. • Applying service delivery improvements and honour client confidentiality. • Reviewing the service delivery improvement plan of the organisation/department
19	120302	Prepare budgets for a specific sector	Level 6	15	<ul style="list-style-type: none"> • Applying knowledge and understanding of the South African legislative framework for budgeting processes. • Evaluating budgeting processes and procedures. • Managing budgetary processes and data to ensure that they comply with timeframes, integrated planning and legislative requirements. • Recommending and advising on the roles and responsibilities of role players in the budgetary process. • Prepare and compile the budget in line with policy initiatives and prescribed amounts.
20	377896	Administer contracts for goods, works and services in the public sector	Level 5	5	<ul style="list-style-type: none"> • Explain the legislative environment, the role-players, terminology and the role of contract documents pertaining to contract management. • Perform contracts administration activities. • Perform records management activities. • Manage relationships and monitor performance on contracts.
21	377993	Allocate transactions using all segments of the Standard Chart of Accounts (SCOA)	Level 5	5	<ul style="list-style-type: none"> • Identify the segments of SCOA to reflect the purpose of each segment. • Allocate a transaction using all segments of SCOA. • Use inter-relationships amongst all the segments of SCOA for allocation of transactions

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22	252026	Apply a systems approach to decision making	Level 5	6	<ul style="list-style-type: none"> Applying critical and analytical skills to analyse an issue or problem. Engage with stakeholders in analysing the issue/problem and developing solutions. Selecting feasible solutions through a systems approach. Formulating and communicating the decision.
23	11273	Apply Fundamental Concepts of Supply Chain Management Optimisation	Level 5	8	<ul style="list-style-type: none"> Use a reference model to identify the parties involved and their respective roles in a supply chain Apply the principles of supply chain optimisation as they pertain to each element Identify the elements which make up total logistics cost. Transform the strategic objectives of the organisation into a supply chain optimisation framework. Make recommendations for supply chain optimisation based on a time frame of implementation Achieve appropriate customer-service standards in a cost-effective manner through the introduction of supply chain optimisation methodologies
24	377894	Apply the principles of inventory management in the public sector	Level 5	12	<ul style="list-style-type: none"> Understand inventory management and its role in the public sector. Explain and calculate values for inventory for financial reporting. Evaluate and apply budget and planning processes and methods for inventory. Evaluate and apply inventory management techniques. Evaluate and apply inventory management policies and procedures.
25	377934	Classify receipts and payments in accordance with the Economic Reporting Format (ERF)	Level 5	3	<ul style="list-style-type: none"> Explain the components of ERF. Categorise receipts in accordance with the ERF. Categorise payments in accordance with the ERF.

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26	119621	Conduct electoral observation and monitoring to enhance the practice and assessment of free and fair elections	Level 5	4	<ul style="list-style-type: none"> • Preparing for observation and monitoring of elections. • Observing and monitoring elections. • Making an assessment on the extent of elections being free and fair. • Reporting on the extent that elections are free and fair.
27	377897	Conduct Personnel Suitability Checks (PSC) and pre-employment screening in the public sector	Level 5	7	<ul style="list-style-type: none"> • Demonstrate understanding of the National Vetting Strategy. • Plan and prepare for personnel suitability checks and pre-employment screening. • Conduct personnel suitability checks and pre-employment screening. • Manage records and information.
28	252020	Create and manage an environment that promotes innovation	Level 5	6	<ul style="list-style-type: none"> • Analysing own unit in terms of opportunities for innovation. • Demonstrating understanding of the techniques that promote creativity. • Developing a plan for creating an environment conducive to innovation. • Leading a team through a creative thinking process.
29	15216	Create opportunities for innovation and lead projects to meet innovative ideas	Level 5	4	<ul style="list-style-type: none"> • Keeping abreast of and analyse innovations or new developments. • Creating opportunities for innovation. • Leading projects to meet new, innovative ideas. • Reviewing new projects/procedures to determine effectiveness.
30	377913	Demonstrate an understanding of the Public Finance Management Act (PMFA) and related Treasury Regulations	Level 5	15	<ul style="list-style-type: none"> • Formulate linkages between the Constitution and the PFMA and explain the roles and responsibilities of the relevant treasuries. • Determine the implications of strategic planning, annual performance planning and budgeting in departments, constitutional institutions and public entities. • Demonstrate an understanding of different arrangements and measurements in terms of the PFMA.

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31	119627	Demonstrate knowledge of electoral principles, processes and procedures	Level 5	4	<ul style="list-style-type: none"> • Demonstrate knowledge of democratic principles and values • Demonstrate knowledge of elections processes and procedures
32	243816	Develop a project quality management plan for a simple to moderately complex project	Level 5	6	<ul style="list-style-type: none"> • Demonstrate an understanding of project quality management principles. • Gather and analyse quality requirements for a project • Compile the project quality management plan • Obtain approval for the project quality management plan
33	243817	Develop a project risk management plan for a simple to moderately complex project	Level 5	7	<ul style="list-style-type: none"> • Demonstrate an understanding of the project risk management processes. • Identify the risks that apply to a project • Analyse the threats and opportunities of a project. • Develop responses for risks and update the risk management plan.
34	243824	Develop an integrated Project Management plan for a simple to moderately complex project	Level 4	8	<ul style="list-style-type: none"> • Refine the project organisational structure, profiles, roles and responsibilities • Determine the integrated change control procedures • Produce the integrate project management plan document. • Obtain approval for the integrated project management plan
35	116925	Implement an effective change management programme to achieve specified objectives	Level 5	12	<ul style="list-style-type: none"> • Demonstrate the business case for implementing change management. • Develop a change methodology for a particular organisation. • Complete and report on research in this knowledge area. • Identify forces promoting and opposing change. • Describe appropriate actions to minimise risks associated with change. • Discuss issues of responsibility, authority, power and influence in this context. • Provide and evaluate change management models. • Relate the learning gained in achieving this Unit Standard to Organisational Transformation and Change Management (OT&CM).

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36	119628	Manage voter registration	Level 5	5	<ul style="list-style-type: none"> • Planning and preparing voter registration station and registration processes. • Managing voter registration processes and resources. • Resolving voter registration station-related problems. • Reporting on voter registration process and activities.
37	377898	Perform Acquisition Management activities for public sector supply chain management	Level 5	11	<ul style="list-style-type: none"> • Understand Acquisition Management in the public sector. • Understand general aspects applicable to Acquisition Management. • Implement Acquisition Management processes for bids/quotations. • Evaluate and adjudicate bids or quotations.
38	377895	Perform Logistics Management (LM) activities for Supply Chain Management (SCM) in the Public Sector	Level 5	7	<ul style="list-style-type: none"> • Understand the regulatory framework, the role-players, terminology and concepts related or pertaining to logistics management. • Implement logistics management processes. • Explain and perform warehouse related activities.
39	377899	Integrate monitoring and evaluation approaches and tools into the strategic and operational management process in the public sector	Level 6	9	<ul style="list-style-type: none"> • Analyse the legislative, policy and planning contexts that inform the integration of monitoring and evaluation approaches and tools with the strategic and operational management process. • Review periodic and routine data and their sources to generate the environmental analysis for the development of the strategic plan. • Evaluate existing and design new indicators for the strategic and operational plans. • Assess the data management system. • Monitor and evaluate the performance of the organisation against indicators and targets. • Report on data that assess the organisational performance against the strategic and operational plans

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40	377900	Prepare a budget for use in public sector entity/department/section	Level 5	15	<ul style="list-style-type: none"> • Demonstrate understanding of the South African legislative framework for budgeting processes within the public sector. • Evaluate budget formats and approaches to budgeting. • Link strategic planning and priorities with budgetary preparation processes. • Prepare and present motivation for budget requests. • Prepare budget based on approved allocations.
41	377901	Perform demand management activities for public sector supply chain management	Level 5	7	<ul style="list-style-type: none"> • Understand Demand Management in the public sector. • Conduct a needs analysis to support the strategic objectives of the organisation. • Develop, manage and implement a procurement plan. • Compile specifications and/or terms of reference and evaluation criteria.
42	377933	Analyse, monitor and review budgets	6	8	<ul style="list-style-type: none"> • Conduct a critical analysis of a budget and the changing role of a budget analyst. • Review a prepared budget request. • Monitor, analyse and control a budget. • Report on the department finance and non-financial status.
43	243111	Manage human resources processes for a public sector organisation	Level 6	12	<ul style="list-style-type: none"> • Implementing and maintaining performance management processes. • Identifying the developmental needs of employees and providing opportunities for development. • Setting up systems and processes for recognizing and rewarding desired behaviours and results. • Designing integrated strategies for reaching Skills Development, Employment Equity and Affirmative Action goals. • Adapting organisational systems and processes to recruit and retain high calibre employees. • Achieving or exceeding set goals for Skills Development, Employment Equity and Affirmative Action.

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44	110483	Develop and manage an organisational records system	Level 6	5	<ul style="list-style-type: none"> Identify the needs to be addressed by the records system Select appropriate record keeping formats and determine the resources required Implement the selected record keeping system Manage the record keeping system
45	10617	Demonstrate an understanding of human resources and industrial relation principles and legislation	Level 6	6	<ul style="list-style-type: none"> Demonstrate an understanding of the industrial relations legislation, Demonstrate an understanding of human resources legislation, Demonstrate an understanding of negotiations with trade unions
46	10146	Supervise a project team of a developmental project to deliver project objectives	Level 5	14	<ul style="list-style-type: none"> Discussing and explaining the appropriateness of the various organisational structures. Supervising and monitoring a developmental project team. Reporting progress on a developmental project. Identifying and rectifying problems occurring in a developmental project. Setting up, running and closing a developmental project.
47	10080	Formulate, design and implement customer service delivery systems and processes	Level 6	8	<ul style="list-style-type: none"> Developing and implementing an action plan to achieve desired service levels Monitoring progress and effectiveness of action plans implemented.
48	116587	Develop, support and promote RPL practices	Level 7	10	<ul style="list-style-type: none"> Demonstrate understanding of the conceptual underpinnings and purposes of the recognition of prior learning, Investigate current RPL practice and opportunities in an organisation or sector, Develop RPL policies, procedures and plans for an organisation, Provide RPL advice and support, and Promote RPL practices.

And many more