

SAQA ID	Qualification Title	NQF Level	Credits	Duration
118791	Occupational Certificate: General Manager Public Service	06	150	1 Year

A. Quality Assurance Body

Quality Council for Trades & Occupations (QCTO)

B. Assessment Quality Partner

Public Service Sector Education & Training Authority (PSETA)

C. Qualification Overview

Purpose:

The purpose of this qualification is to prepare a learner to function as a General Manager Public Service. A General Manager Public Service promotes administrative efficiency within government departments by rendering managerial services and support aligned to government policies. Typical attributes envisaged upon achievement of the qualification include leadership, strategist and analyst.

D. Exit Level Outcomes

- Develop an operational plan to achieve set objectives in accordance with the prescribed templates.
- Develop a unit Annual Performance Plan (APP) in accordance with the prescribed templates.
- Demonstrate an understanding of the management of human resources and financial processes at unit level.
- Demonstrate an understanding and application of Information and Communications Technology (ICT) at unit level.

E. Entry Requirements

The minimum entry requirement for this qualification is:

- NQF Level 5 qualification/RPL

F. Qualification Modules

1. Knowledge Modules

Module Code	Module Title	NQF Level	Credits
111202-000-00-KM-01	Business Communication.	5	7
111202-000-00-KM-02	Human Resource Management.	6	8
111202-000-00-KM-03	Principles of Maintaining Interpersonal Relations.	5	12
111202-000-00-KM-04	Benefits and Conditions of Service.	6	8
111202-000-00-KM-05	Promote Occupational Health and Safety in the Workplace.	5	3
111202-000-00-KM-06	Government Systems.	5	9
111202-000-00-KM-07	Using Technology Effectively and Efficiently to Meet Public Service Requirements.	5	9

2. Practical Modules

Module Code	Module Title	NQF Level	Credits
111202-000-00-PM-01	Implement a Departmental Strategic Plan at Unit Level, Level.	7	16
111202-000-00-PM-02	Manage the Resources at Unit Level.	5	4
111202-000-00-PM-03	Manage Information, Communication and Technology (ICT) at Unit Level.	6	10

3. Work Experience Modules

Module Code	Module Title	NQF Level	Credits
111202-000-00-WM-01	Operational Plan Processes and Procedures at Unit Level.	6	25
111202-000-00-WM-02	Resource Processes and Procedures at Unit Level.	6	21
111202-000-00-WM-03	ICT Processes and Procedures at Unit Level	6	18

NB

All modules are compulsory

Unemployed candidates **MUST** be hosted at a real workplace for work integrated learning

G. Delivery Methodology

- Face to face contact sessions at an approved QCTO venue
- Virtual support sessions

H. Assessment

Assessment will comprise the following.

- Completion of formative and summative assessment tasks
- Completion of workplace logbook tasks
- External Integrated Summative Assessment (EISA) at an approved QCTO assessment centre

I. Certification

The QCTO will issue successful candidates with.

- Statement of Results
- Certificate of Competence

J. Progression Pathways

Horizontal Articulation:

- Diploma in Public Administration, NQF Level 6.

Vertical Articulation:

- Advanced Diploma in Public Administration and Management, NQF Level 7.