

## National Diploma: Public Administration

SAQA ID: 57827

NQF Level: 7

Credits: 260

The purpose of the qualification is to provide the knowledge, skills, attitudes and values required by public officials that work at a senior management and executive level. These competencies will enable senior public officials to provide the strategic leadership and management needed to transform all spheres of government. It is aimed at practitioners working in the public sector and in a career pathway in Public Administration and Management.

The National Diploma in Public Administration covers competencies related to service delivery from a developmental perspective, ensuring that public value is delivered within the broader market economy, formulating public sector policies, evaluating outcomes of multiple projects and determining requirements for new projects, harnessing knowledge that can be integrated into public sector decision making and problem solving, designing and facilitating all administrative functions required to ensure regionalism, decentralisation and governance, strategically leading public sector change and integrating public administration under the rule of law.

No.	SAQA ID	SAQA Title	NQF Level	Credits	Learning Outcomes (Concepts/Content Covered)
1	242914	Apply the principles and theories of public sector project management.	6	12	<ul style="list-style-type: none"> <li>• Demonstrating an understanding of project processes, project scope management and project integration management in the context of public projects.</li> <li>• Demonstrating an understanding of project time management and project cost management in the context of public projects.</li> <li>• Demonstrating an understanding of project quality management and project human resources management in the context of public projects.</li> <li>• Demonstrating an understanding of project communications management and project risk management in the context of public projects.</li> <li>• Demonstrating an understanding of project supply management and project management competencies in the context of public projects</li> </ul>

No.	SAQA ID	SAQA Title	NQF Level	Credits	Learning Outcomes (Concepts/Content Covered)
2	242906	Analyse and apply administrative provisions to regionalism, decentralisation and governance	7	16	<ul style="list-style-type: none"> <li>Identifying and understanding some of the main theories and issues shaping contemporary trends in decentralisation and regionalism.</li> <li>Explaining how regionalism and decentralisation fits into a suite of policy approaches for addressing complex issues.</li> <li>Identifying and analysing the multitude of factors involved in decentralisation programmes.</li> <li>Relating concepts of regionalism, decentralisation and governance into own work context.</li> </ul>
3	242911	Apply the principles and theories of public management	7	16	<ul style="list-style-type: none"> <li>Demonstrating an understanding of the theories and issues shaping contemporary public management.</li> <li>Investigating the different approaches to public sector reform.</li> <li>Analysing the changing management skills and competences that are required for significant shifts in public sector activities.</li> <li>Utilising budgetary and financial management processes to allocate and manage resources.</li> <li>Conducting independent research and critically evaluating issues in the area of public management.</li> </ul>
4	242918	Conceptualise, design and implement a public sector development management framework	7	16	<ul style="list-style-type: none"> <li>Demonstrating an understanding of the components and concepts of development management frameworks in public sector context.</li> <li>Conceptualising development framework models, their objectives and boundary conditions in relation to the public sector.</li> <li>Designing a public sector development management framework.</li> <li>Implementing a public sector development management framework.</li> <li>Demonstrating an understanding of the context and environment within which policy development takes place, including the relationships among policy adviser, decision makers and citizens</li> </ul>

No.	SAQA ID	SAQA Title	NQF Level	Credits	Learning Outcomes (Concepts/Content Covered)
5	242907	Conceptualise, design, implement and monitor public policies and programmes	7	20	<ul style="list-style-type: none"> <li>• Demonstrating an understanding of and apply theories and concepts that apply to policy design, implementation and evaluation.</li> <li>• Demonstrating an understanding of and apply policy design success factors.</li> <li>• Applying needs assessment in effective policy design.</li> <li>• Demonstrating a knowledge of and apply impact evaluation in the context of policy design, implementation and monitoring.</li> <li>• Displaying an understanding of the monitoring of program process and performance.</li> <li>• Displaying an understanding of the implementation of public policy interventions.</li> <li>• Displaying an understanding of the planning and managing of policy research projects.</li> </ul>
6	242904	Deliver public value	7	16	<ul style="list-style-type: none"> <li>• Appreciating and explaining the different kinds of value created by public sector entities for citizens and stakeholders.</li> <li>• Explaining how the political environment affects public sector objectives.</li> <li>• Identifying the various kinds of operational capabilities and resources available to the public sector managers and how they can be mobilised.</li> <li>• Managing risks in delivering value to the community.</li> <li>• Defining and implementing strategies for delivering public value.</li> </ul>
7	242910	Demonstrate an understanding of public administration functions and policy within the broader market economy	7	12	<ul style="list-style-type: none"> <li>• Demonstrating an understanding of methods, concepts and frameworks that underpin the economic way of thinking.</li> <li>• Demonstrating an understanding of the economic role of government.</li> <li>• Demonstrating an understanding of economic growth and its linkage to non-economic dimensions of society.</li> <li>• Analysing current economic problems.</li> </ul>

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8	242917	Evaluate public sector programmes	7	16	<ul style="list-style-type: none"> <li>Identifying and understanding basic and advanced methods for evaluating public and private non-profit agencies and programs.</li> <li>Understanding and applying the skills and information to implementing various data collection systems.</li> <li>Understanding and applying the skills and information necessary to utilise expert panels, focus groups, and key stakeholders in program evaluation and policy analysis.</li> <li>Understanding and applying the skills and information necessary to provide relevant interpretation and presentation of information to stakeholders and policy makers</li> </ul>
9	242909	Harness knowledge to promote the achievement of public sector goals	7	12	<ul style="list-style-type: none"> <li>Explaining the knowledge-based theory of organisations and different aspects of knowledge.</li> <li>Conducting knowledge audits.</li> <li>Constructing models of knowledge retention structures.</li> <li>Formulating strategies to optimally utilise the knowledge in the workplace.</li> </ul>
10	242905	Integrate public administration under the rule of law	7	16	<ul style="list-style-type: none"> <li>Identifying and explaining the main features of Cabinet and parliamentary government in the South African context.</li> <li>Demonstrating an understanding of the relationships between legal rules, political structures, Cabinet and other administrative processes and policy outcomes.</li> <li>Evaluating how "regulation" can, should, does and does not work to solve problems.</li> <li>Interacting with stakeholders and entities within the public sector, particularly in using the resources of the group for developing arguments about particular issues and problems.</li> </ul>

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11	242919	Manage human resources in a public sector context	7	12	<ul style="list-style-type: none"> <li>• Demonstrating an understanding of the theories, concepts and practice of human resources management and reflecting on these theories, concepts and practices in a public sector environment.</li> <li>• Implementing and maintaining performance management processes.</li> <li>• Identifying the developmental needs of employees and providing opportunities for development.</li> <li>• Setting up systems and processes for recognizing and rewarding desired behaviours and results.</li> <li>• Designing integrated strategies for reaching Skills Development, Employment Equity and Affirmative Action goals.</li> <li>• Adapting organisational systems and processes to recruit and retain high calibre employees.</li> <li>• Achieving or exceeding set goals for Skills Development, Employment Equity and Affirmative Action.</li> </ul>
12	242908	Strategically lead public sector change	7	12	<ul style="list-style-type: none"> <li>• Identifying own leadership style, its strengths and shortcomings.</li> <li>• Demonstrating an understanding of the complexity of drivers for change in the public sector environment and managing under uncertainty.</li> <li>• Recognising the value of diversity in change leadership styles.</li> <li>• Applying various frameworks for the planning and implementing of change management strategies.</li> <li>• Communicating change processes to all stakeholders.</li> <li>• Evaluating the effectiveness of change programmes.</li> </ul>
13	242920	Apply critical systems thinking and practice to public sector policy issues	7	8	<ul style="list-style-type: none"> <li>• Demonstrating critical and analytical skills in conceptualising participatory policy.</li> <li>• Appreciating the value of considering the narratives of all participants in developing solutions.</li> <li>• Developing responses that are mindful of interrelated issues across sectors and disciplines.</li> <li>• Developing and applying participatory approaches to problem solving with stakeholders.</li> </ul>

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14	242915	Apply research methodologies in order to compile in a major research report in a public sector context	7	12	<ul style="list-style-type: none"> <li>• Demonstrating an understanding of and applying basic research concepts.</li> <li>• Designing research models for a variety of public administration problems.</li> <li>• Demonstrating an understanding of and applying basic social statistics.</li> <li>• Demonstrating an understanding of the ethical dimensions of conducting applied research.</li> <li>• Recognising the role of citizen input in policy administration.</li> </ul>
15	242913	Implement a sector wide communication strategy	7	8	<ul style="list-style-type: none"> <li>• Managing the dissemination of strategic information to all stakeholders.</li> <li>• Demonstrating an understanding of the impact data dissemination can have on a range of stakeholders.</li> <li>• Ensuring that systems are in place to manage information flow.</li> <li>• Presenting verbal, written and visual information to a range of stakeholders.</li> </ul>
16	242912	Integrate qualitative and quantitative information, methods and evidence to support decision making in the public sector	7	8	<ul style="list-style-type: none"> <li>• Utilising, interpreting and drawing inferences from information gathered as evidence to support decision making.</li> <li>• Identifying the strengths, weaknesses and suitability of selected quantitative and qualitative methods for gathering evidence.</li> <li>• Commissioning information gathering and analysis to support management and policy decision making.</li> <li>• Demonstrating an understanding of how the policy system and organisational context affects the use of evidence and analysis in public decision making.</li> </ul>
17	242916	Strengthen and implement sustainable public sector ethical practices	7	8	<ul style="list-style-type: none"> <li>• Explaining different theories of ethics and applying them to the practice of public administration.</li> <li>• Identifying the ethical issues that typically arise for public sector.</li> <li>• Identifying existing codes of ethical conduct and evaluating them for efficacy and sustainability.</li> <li>• Identifying the ways in which public sector ethics can be strengthened.</li> </ul>

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18	114697	Develop negotiation and conflict management skills for diplomatic practice	7	10	<ul style="list-style-type: none"> <li>• Demonstrate knowledge of the principles and procedures of negotiation.</li> <li>• Demonstrate negotiations skills in practice.</li> <li>• Advocate conflict resolution.</li> <li>• Record the outcome of negotiations/conflict resolutions in an agreed format.</li> <li>• Review negotiation/conflict resolution outcomes and modify own approach.</li> <li>• Assess political, social and/or cultural barriers in negotiation and conflict resolution</li> </ul>
19	115444	Manage construction organizational assets	6	5	<ul style="list-style-type: none"> <li>• Identify and maintain an asset database.</li> <li>• Identify and implement maintenance requirements.</li> <li>• Review alternative asset and technology availability.</li> <li>• Control assets.</li> <li>• Monitor and evaluate asset usage.</li> <li>• Evaluate asset management in terms of organizational strategy.</li> </ul>
20	116353	Participate in the design and implementation of municipal supply chain management	6	12	<ul style="list-style-type: none"> <li>• Apply legislative requirements governing supply chain management.</li> <li>• Manage risks in supply chain management processes.</li> <li>• Delegation supply chain management powers and functions.</li> <li>• Comply with required ethical standards applied in municipal supply chain management.</li> <li>• Develop and evaluate a municipal supply chain management policy.</li> <li>• Develop various types of contractual arrangements and operational frameworks for public private partnerships.</li> </ul>
21	114693	Analyse international law in diplomatic relations	7	12	<ul style="list-style-type: none"> <li>• Explain and analyse the rules governing international law.</li> <li>• Demonstrate an historical understanding of international law.</li> <li>• Define and explain the concept of the Community of Nations.</li> <li>• Analyse the law of intervention and its diplomatic implications.</li> <li>• Explain the implication of the Nuclear Non-Proliferation Treaty</li> </ul>