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National Certificate: Public Administration

COURSE OUTLINE

COURSE

US ID	:	50060
US TITLE	:	National Certificate: Public Administration
NQF LEVEL	:	5
CREDITS	:	141

PURPOSE OF THE QUALIFICATION

The purpose of the NQF level 5 Public Administration qualification is to provide a structured programme for public officials that work with senior 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 Certificate in Public Administration (NQF Level 5) is aimed at practitioners working in the public sector. It is a qualification in a career pathway towards an accomplished public administration and management specialist.

COURSE OUTLINE

On achieving this Qualification, the learner will:

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