

Qualification Information:	Qualification Title	SAQA ID	NQF Level	Credits	
<b>Curriculum Code:</b> 334102-000- 01-00	<b>Occupational Certificate:</b> Public Service Administrator	91994	5	52	
Knowledge Component		Notional Hours	Implementation Schedule (4 Hourly)	Assessment Schedule	Training Venues
334102-000-01-KM-01,	Government System, NQF Level 5, Credits 9	90 Hours	23 Days	2 days	Main Campus
334102-000-01-KM-02	Human Resource Administration, NQF Level 5, Credits 7	50 hours	13 days	2 days	Main Campus
334102-000-01-KM-03	Programme and Project Management, NQF Level 05, Credits 9	90 hours	23 days	2 days	Main Campus
334102-000-01-KM-04	Public Service Communication and Administration, NQF Level 5, Credits 7	70 hours	18 days	2 days	Main Campus
334102-000-01-KM-05	Ethics, Good Administration and Integrity in the Public Service, NQF Level 5, Credits 7	70 hours	18 days	2 days	Main Campus
334102-000-01-KM-06	Developing Self in the Workplace, NQF Level 5, Credits 8	80 hours	20 days	2 days	Main Campus
334102-000-01-KM-07	Financial and Supply Chain administration, NQF Level 5, Credits 8	80 hours	20 days	2 days	Main Campus
334102-000-01-KM-08	Using Technology Effectively and Efficiently to Meet Public Service Requirements, NQF Level 5, Credits 9	90 hours	23 days	2 days	Main Campus
Practical Component			(6- Hourly Training sessions)		
334102-000-01-PM-01,	Administer workplace outputs, NQF Level 5, Credits 6	60 hours	10 days	7 days	Main Campus
334102-000-01-PM-02,	Draft official communication documents in the workplace, NQF Level 5, Credits 8	80 hours	14 days	7 days	Main Campus
334102-000-01-PM-03,	Provide administrative support for the resources at unit level, NQF Level 5, Credits 8	80 hours	14 days	7 days	Main Campus
334102-000-01-PM-04,	Develop oneself in a unit, NQF Level 5, Credits 4	40 hours	7 days	7 days	Main Campus
Workplace Component			(8 Hourly Training Sessions)		
334102-000-01-WM-01	Provide day to day administrative support to managers in a unit, NQF Level 5, Credits 15	150 hours	19 days	7 days	Work Place
334102-000-01-WM-01	Conduct self-management processes and procedures in the workplace, NQF Level 5, Credits 3	30 hours	4 days	7 days	Work Place
334102-000-01-WM-01	Apply value driven and appropriate human resources, financial and supply chain management principles at unit level, NQF Level 5, Credits 12	120 hours	15 days	7 days	Work Place

## **EXIT LEVEL OUTCOMES**

1. The ability to apply Batho Pele principles to specific work role and service delivery context.
2. The ability to build service delivery partnerships and communicate with citizens, stakeholders, and co-workers.
3. The ability to manage workplace outcomes.
4. The ability to manage human resources.
5. The ability to manage finances and supply chain as it relates to work environment.

## **General Information**

Further, the qualification incorporates the eight Batho Pele principles which were devised to guide the implementation of public service delivery. These principles are: consultation; setting standards; increase access; ensuring curtesy; providing information; openness and transparency; redress and value for money.

## **Entry Requirements**

NQF Level 4 qualification and/or equivalent experience in the public service.

## **Occupational Purpose**

The purpose of this qualification is to prepare and equip Public Administrators with key skills and knowledge needed to effectively operate in the public sector. It is designed to prepare these learners on how to manage, organise, and analyse the effects of government policies, and to use business and statistical tools to solve public sector challenges in an ethical manner. Learners will develop skills in budgeting and conducting research.

**The Occupational Certificate is aimed at enhancing the various key functional elements of the work of a Public Service Administrator, namely:**

- Planning - working out in broad outline the things that need to be done and the methods for doing them to accomplish the purpose set for the enterprise.
- Organising - the establishment of the formal structure of authority through which work subdivisions are arranged, defined, and coordinated for the defined objective.
- Staffing - the whole personnel function of bringing in and training the staff and maintaining favourable conditions of work.
- Directing - the continuous task of making decisions and embodying them in specific and general orders and instructions and serving as the leader of the organisation.
- Coordinating - the all-important duty of interrelating the various parts of the work; OR the common thread that runs through all the activities of the organisation.
- Reporting - keeping those to whom the executive is responsible informed as to what is going on, which thus includes keeping himself/herself and his/her subordinates informed through records, research, and inspection.
- Budgeting - with all that goes with budgeting in the form of planning, accounting, and control.

## **Career**

- Accounts Supervisor
- Administration Officer (Local Government)
- Business Administration Officer (Local Government)
- Office Supervisor
- Office Coordinator
- Administration Clerk / Officer
- Administrative Assistant
- Clerical Officer
- Client Services Administrator
- Community Services Clerk
- Operation Services / Support Officer
- Planning Support Officer/Site clerk
- Tender Evaluation Coordinator

### **Articulation**

#### **Horizontal Articulation:**

This qualification articulates horizontally with:

- ID 49554: National Diploma in Public Finance, Management and Administration, NQF Level 5.
- ID 84226: National Certificate in Management and Administration, NQF Level 5.

#### **Vertical Articulation:**

This qualification articulates vertically with:

- ID 35958: Diploma in Office Administration, NQF Level 6.
- ID 83467: Diploma in Public Management and Administration, NQF Level 6.
- ID 67512: National Diploma in Public Administration, NQF Level 6.

### **What can I become?**

- Accounts Supervisor
- Administration Officer (Local Government)
- Business Administration Officer (Local Government)
- Office Supervisor
- Office Coordinator
- Administration Clerk / Officer

- Administrative Assistant
- Clerical Officer
- Client Services Administrator
- Community Services Clerk
- Operation Services / Support Officer
- Planning Support Officer/Site clerk
- Tender Evaluation Coordinator

#### **Where can I work?**

- Community Centres
- Public services / departments
- Procurement department
- Municipalities etc.

#### **What is the duration of the course?**

The Duration is 3 years

#### **Fees**

- Registration Fees: **R1000**
- Deposit: **R3000 ( Includes Student Card, Course Material/ Study Material / Assessments Fees)**
- Monthly Instalment: **R3000**
- Duration: **3 Years**

#### **INTERNAL CONTINUOUS ASSESSMENT (ICASS)**

Our internal Assessments are not limited to the following:

- Workplace tasks (e.g. case studies)
- Briefs • Practical Demonstrations
- Assignments/Tests
- Projects, etc.

Internal **QA** processes must be in place by the **SDP** to ensure these assessments are fit for purpose

#### **EXTERNAL ASSESSMENT**

- External assessments are managed and conducted by Quality Partners – a national standard is set.
- Only learners that have enrolled and registered with the **QCTO** may sit for the **EISA**
- Submission of **SoR** to **QCTO** prior to **EISA**
- This is a competency based final assessment
- Approval of Results and Certification by the **QCTO**

## **FINAL ASSESSMENTS**

### **EISA**

The **External Integrated Summative Assessment** (EISA) is the final assessment managed and conducted by the Quality Partner/Assessment Quality Partner; it is used to assess all learners nationally. In the **EISA** the learner proves his/her competence against the Exit Level Outcomes of the Qualification. Learners qualify for entry into **EISA** via a **Statement of Results (SoR)** issued by the **SDP** or the institution used in the **RPL** route.

The **EISA** is conducted for a particular qualification or part qualification at accredited assessment or trade test centres.

**EISA** Benefits Industry/Employers – by ensuring that learners will be competent workers as they would have had to demonstrate competencies in in work related tasks or scenarios during the **EISA**.

### **CERTIFICATION**

SDPs are not allowed to print their own certificates for occupational qualifications. Certificates are issued by the QCTO's secure CVS certification system.

The QAS document specifies the timeline for the EISA assessment and moderation process, but this is usually about 21 days. From there, the QCTO aims to approve the results in 21 days, after which it should take the QCTO 21 days to issue the learner certificates.



## Qualifications or Part Qualifications

