

PUBLIC SECTOR PROGRAMMES

DESCRIPTION	UNIT STANDARD	UNIT STANDARD TITLE	LEARNING OUTCOMES	DURATION (DAYS)	NQF LEVEL	CREDIT
ETHICS STANDARDS CONDUCT - SPECIFIC TO PUBLIC ADMIN	119342	Apply knowledge of ethical principles, standards and professional conduct in public sector management and administration	Explaining the core ethical values and standards which apply to the public sector.	2	5	8
			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.			
ETHICS IN THE PUBLIC SECTOR	242857	Demonstrate and apply knowledge of the ethical standards in the Public Sector	Explain the core ethical values and standards which apply to the Public Sector.	1	4	4
			Outline ethical values and standards contained in legislation and codes relevant to public sector employees.			
			Describe areas of ethical conflict for Public Sector employees.			
			Explain the importance of ethical values and standards in relation to the Public Sector.			
FORMULATE PUBLIC SECTOR POLICIES	120301	Formulate and evaluate public sector policies and regulations	Identifying and explaining the role of government frameworks and institutions in formulating policies and regulations	2	5	8
			Identifying and interpreting public policy issues and problems and relating them to policy imperatives of the country			
			Conducting policy design through evaluation of different policy alternatives			

MANAGEMENT INFORMATION SYSTEMS (MIS)	119352	Apply principles of information systems to public finance and administration	Identify and describe the elements of management information systems (MIS) relevant to public finance management and administration.	3	5	12
			Utilise information technology to aid management planning.			
			Assess and provide recommendations on the risk associated with information technology.			
			Utilise e-commerce and e-governance software to enhance work productivity.			
LABOUR RELATIONS	119954	Apply public service labour legislation in mediation	Define labour relations legislation in the public service.	2	5	6
			Describe the scope and purpose of the labour relations legislation in the public service.			
			Describe the scope of application of legislation governing labour relations, in the public service.			
LEGAL ASPECTS - SPECIFIC TO PUBLIC ADMINISTRATION	119334	Discuss the selected legislative regulatory framework governing the public sector management and administration environment	Demonstrating an understanding of and interpret the South African constitution in relation to public sector financial management.	3	5	12
			Identifying and applying the regulations governing Division of Revenue.			
			Demonstrating knowledge of and apply the South African legal system within the public sector financial management and administration context.			
BATHO PELE PRINCIPLES - PUBLIC SECTOR	242860	Apply the Batho Pele principles to own work role and context	Explain how the Batho Pele principles apply to own work roles.	1	3	4
			Explain how the application of Batho Pele principles determines the way in which work is done.			
			Identify and describe successful examples of application of Batho Pele principles in a public sector context.			
			Explain why the Batho Pele principles are so important to government and effective service delivery in South African and own organisation.			
CULTURE AND VALUES-- SPECIFIC TO PUBLIC SECTOR	242903	Define overall public sector culture and values and apply to own work context	Identifying what is meant by the concept of 'organisational culture' and identifying the typical culture of the public sector environment.	2	4	6
			Identifying what is meant by the concept of 'work values' and highlight what the public sector mission and values are related thereto.			
			Identifying how individuals contribute to the value chain of an organisation with specific reference to the public sector environment.			
			Integrating overall public sector culture and values into own team and work context.			
POLICY FRAMEWORK- SPECIFIC TO PUBLIC ADMIN	242880	Demonstrate an understanding and apply the framework and overall mechanics of government in public sector policy	Identifying how different public sector structures operate as a unit and how they interact with one another.	2	4	6
			Demonstrating an understanding of the service delivery policy framework of government and relating this to own work context.			
			Demonstrating an understanding of how public sector policies and procedures impact on overall customer service.			
			Identifying and complying with operational policies and procedures that apply to the public sector.			
			Identifying the typical quality management system that applies within the public sector and integrating these quality management principles into own work context.			

ANTI CORRUPTION	243264	Customise an anti-corruption strategy at operational level for a public sector department	Analyse and interpret the current National anti-corruption strategy and other relevant policy directives.	2	5	5
			Contextualise the National anti-corruption strategy in a specific Public Sector Department			
			Develop a strategy for a selected Department within the parameters of the National anti-corruption strategy and organisational context.			
			Suggest a plan to manage the implementation of a proposed Departmental strategy			
ANTI CORRUPTION	243263	Demonstrate knowledge and understanding of anti-corruption issues in the public sector	Explain corruption and its manifestations in the Public Sector	4	5	
			Discuss governance structures that support anti-corruption initiatives in the Public Sector			
			Analyse the anti-corruption strategy and procedures of a selected Public Sector Department.			
			Analyse current events/issues that relate to corruption in the Public Sector.			
RECORD MANAGEMENT SYSTEM - SPECIFIC TO PUBLIC ADMIN	119351	Apply principles of computerised systems to manage data and reports relevant to the public sector administration	Describing the basic elements of a computer-based information system	2	5	10
Utilising computer applications commonly found in the public sector environment						
Identifying opportunities to use the computer as a management tool						
Monitoring and controlling information to prevent technology risks						
CODE OF CONDUCT IN PUBLIC SECTOR	242858	Demonstrate knowledge of and apply the Public Sector Code of Conduct in own work roles and context	Explain the contents of the South African Public Sector Code of Conduct.	1	3	5
			Explain the implications of the Public Sector Code of Conduct for a Public Sector organisation.			
			Describe the implications of the Public sector Code of Conduct for a Public Sector employee.			
			Understand basic concepts necessary to understand and apply ethical rules.			
CLIENT SERVICE FOR SERVICE DELIVERY	120310	Apply client service techniques to improve service delivery	Analysing the relationship between service communication and client behaviour and characteristics.	2	5	6
			Applying client service techniques.			
			Applying client techniques to high-risk customer relations.			
			Applying professional conduct in service provision.			
MANAGE SERVICE DELIVERY	120306	Manage service delivery improvement	Developing a service delivery improvement plan to meet organisational targets.	2	6	8
			Applying service delivery improvements and honour client confidentiality.			
			Reviewing the service delivery improvement plan of the organisation/department.			
SA LAW - SPECIFIC TO PUBLIC ADMIN	120307	Apply South African legislation and policy affecting public administration	Applying financial management techniques in the implementation of sector specific policy programmes.	2	5	10
			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.			

ADMIN IN THE PUBLIC SECTOR	242870	Apply public sector policies and procedures to achieve administration objectives	Identify functions of administration.	3	3	12
			Identify and use organisational policies and procedures.			
			Identify and use work unit systems to achieve work objectives.			
			Operate office communication systems.			
LOCAL GOVERNMENT	242868	Demonstrate and apply knowledge of role and responsibility of local government in South Africa	Describe the main objectives of the Constitution of South Africa in terms of its implications for local government.	1	4	6
			Define the different elements of local government.			
			Demonstrate how own work roles and accountabilities contribute to the achievement of the roles and functions of local government.			
			Explain challenges confronted by local government and typical local government responses.			
PROVINCIAL GOVERNMENT	242854	Demonstrate and apply knowledge of role and responsibility of provincial government in South Africa	Describe the main objectives of the Constitution of South Africa in terms of its implications for provincial government.	1	4	6
			Define the different elements of provincial government.			
			Demonstrate how own work roles and responsibilities contribute to the achievement of the roles and functions of provincial government.			
			Explain challenges confronted by provincial government and typical provincial government responses.			
NATIONAL GOVERNMENT	242856	Demonstrate and apply knowledge of role and responsibility of national government in South Africa	Describe the main objectives of the Constitution of South Africa in terms of its implications for national government.	1	4	6
			Define the different elements of national government.			
			Demonstrate how own work roles and accountabilities contribute to the achievement of the roles.			
			Explain the typical challenges facing national government and possible responses of national government.			