

UFS FORM 5: SHORT LEARNING PROGRAMME

SECTION A: CATALOGUE

CODE: HEQC/H06/EMS/SPEMD (Co-operative SLP)

TITLE: Emerging Management Development Programme (Public Sector)

(Part of a series of course material prescribed by SAMDI as part of training in the public sector, titled the Integrated Management Development Programme)

The Programme consists of the following Modules:

- Module 1: Public Affairs in Context
- Module 2: Problem Analysis and Decision Making
- Module 3: Self Management
- Module 4: Customer Care
- Module 5: Supervisory Management
- Module 6: Organisational Communication Effectiveness
- Module 7: Quality Assurance

QUALIFICATION TITLE: B. Pub. & B. Admin.

NQF LEVEL: 5

CREDITS: 36 **NOTIONAL LEARNING HOURS:** 360

FORMAL CONTACT TIME: 80 HOURS (Lecturing)

LEARNING ASSUMED TO BE IN PLACE:

- A formal qualification on NQF level 4 *plus* relevant experience.
- The general regulations of the University of the Free State will also be applicable.
- The initial selection of learners would be done by SAMDI, based on their selection criteria.

LEARNING OUTCOMES:

Learners will be able to:

Module 1: Public Affairs in Context

(SGB: PAM Unit Standard Number MRT 10.5.4 & 10.6.4)

- *The qualifying learner is capable of identifying the need for and reflecting on theory about public administration and management.*

(SGB: PAM Unit Standard Number MRT 10.6.3)

- *The qualifying learner is capable of explaining the activity field of public administration and management.*

(SGB: PAM Unit Standard Number POM 0002/5)

- *The qualifying learner is capable of identifying the place, role and function of specific organisations in broader public sector environment.*

(SGB: PAM Unit Standard Number SDL 0001/6)

- *The qualifying learner understands the principles and mechanisms of co-operative governance to ensure effective and efficient service delivery outcomes.*

Module 2: Problem Analysis and Decision Making

(SGB: PAM Unit Standard Number MRT 10.5.1, MRT 10.6.1, MRT 10.5.2 and MRT 10.6.2)

The qualifying learner is capable of selecting and applying elementary qualitative and quantitative Public Administration and Management methods in order to scientifically substantiate statements on public administration and management and solve related problems.

Module 3: Self Management

(SGB: PAM Unit Standard Number EMS 0002/5)

- *The qualifying learner is capable of possessing a broad general knowledge and understanding of ethical issues in public administration and management.*

(SGB: PAM Unit Standard EMS 0001/5 & EMS 0001/6)

- *The qualifying learner is capable of applying ethics appropriately in a wide variety of routine as well as non-routine contexts, and to develop an ethical ethos in the public sector in order to ensure ethical conduct becomes entrenched in the public sector.*

(SGB: PAM Unit Standard Number EMS 0002/6)

- *The qualifying learner is capable of resolving ethical dilemmas by choosing from a broad range of procedures, ranging from standard to non-standard.*

(SGB: PAM Unit Standard Number EMS 0003/6)

- *The qualifying learner is capable of selecting from a wide range of public management skills, and then applies the best skills as circumstances demand.*

Module 4: Customer Care

(SGB: PAM Unit Standard Number MPSD 4.5.1)

- *The qualifying learner is capable of rendering user-friendly frontline services to the public in order to satisfy their needs.*

Module 5: Supervisory Management

(HRSGB: Unit Standard Number 10981)

- *The qualifying member is able to plan, organise and allocate work to an individual or members of a work team according to the defined business plan for a work unit within an organisation; and to monitor and evaluate achievement of the defined objectives for the work unit.*

Module 6: Organisational Communication Effectiveness

(SGB: Unit Standard Number 8647)

- *A person assessed as competent against this unit standard will be able to produce and respond to accessible written and oral communication in the workplace. This competence will equip individuals with the communication skills to operate more effectively in the workplace.*

Module 7: Quality Assurance

(SGB: PAM Unit Standard Number: ODM 361)

- *The qualifying learner is capable of analysing the macro- and immediate environment to assess the impact on institutional operations.*

BRIEF DESCRIPTION OF CONTENT:

Module 1: Public Affairs in Context

- Constitutional and legal framework within which public official operate
- Co-operative government
- Administration and Management
- Promotion of administrative justice and access to information
- South Africa in international context

Module 2: Problem Analysis and Decision Making

- Decision-making and problem analysis:
- The nature of decision-making
- Facts and Values
- Human Factors influencing decision-making

- The milieu of decision-making
- Management styles
- Making decisions in the workplace.
- Creative thinking.

Module 3: Self Management

- Ethical conduct.
- Time Management.
- Personal Organisation.
- Self Improvement.

Module 4: Customer Care

- Service ethics
- Customer orientation
- Efficacy in customer care
- Applying the *Batho Pele* principles.

Module 5: Supervisory Management

- Directing operational planning
- Organising
- Financial Management
- Project Management
- Resource management: people

Module 6: Organisational Communication Effectiveness

- Oral and written communication
- Interpersonal communication
- Communication effectiveness

Quality Assurance

- Principles of quality assurance
- Benchmarking
- Quality assurance techniques
- Applying the principles of continuous improvement
- Quality transformation stages

CRITICAL OUTCOMES SUPPORTED BY SHORT LEARNING PROGRAMME:

- Identify and solve diverse problems relating to public administration and management in a critical and creative way.
- Work effectively with others as a member of a professional management team in the identification of any problems related to the theory of public administration and management.
- Organise and manage oneself and one's personal activities responsibly and effectively.
- Collect, analyse, organise and critically evaluate information.
- Understand and apply a range of related techniques, procedures and experimental approaches.

METHODS OF ASSESSMENT:

- Pre-assessment will be conducted by means of a pre-test questionnaire to determine current levels of knowledge.
- Formative assessment will be conducted continuously during the contest sessions.
- Submission of a Portfolio of Evidence.

- Summative assessment will be conducted through written test on the reading material, as well as group assignments.

ORGANISING FIELD: 3

(1=Agriculture and Nature Conservation)

(2=Culture and Arts)

(3=Business, Commerce and Management Studies)

(4=Communication Studies and Language)

(5=Education, Training and Development)

(6=Manufacturing, Engineering and Technology)

(7= Human and Social Studies)

(8=Law, Military Science and Security)

(9=Health Sciences and Social Services)

(10=Physical, Mathematical, Computer and Life Sciences)

(11=Services)

(12=Physical Planning and Construction)

APPROVAL DATE: October 2006

REVIEW DATE: 2008

DEPARTMENTAL OR PROGRAMME "HOME": Public Management

DEVELOPER/COORDINATOR: Professor J.C.O. Bekker
+27 (0)51 – 401 2682
bekkerjc.ekw@ufs.ac.za