

National Certificate: Public Administration NQF3 (SAQA ID 57804)

Fundamental	Core	Elective
<ul style="list-style-type: none"> • Accommodate audience and context needs in oral/signed communication, 119472, NQF3 (5 credits) • Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations, 9010, NQF3 (2 credits) • Describe, apply, analyse and calculate shape and motion in 2- and 3-dimensional space in different contexts, 9013, NQF3 (4 credits) • Interpret and use information from texts, 119457, NQF3 (5 credits) • Investigate life and work related problems using data and probabilities, 9012, NQF3 (5 credits) • Use language and communication in occupational learning programmes, 119467, NQF3 (5 credits) • Use mathematics to investigate and monitor the financial aspects of personal, business and national issues, 7456, NQF3 (5 credits) • Write/present/sign texts for a range of communicative contexts, 119465, NQF3 (5 credits) 	<ul style="list-style-type: none"> • Install a Personal Computer (PC) peripheral device, in a GUI environment, 117493, NQF2 (2 credits) • Use generic functions in a Graphical User Interface (GUI) environment, 117902, NQF1 (4 credits) • Apply the basic skills of customer service, 114974, NQF2 (2 credits) • Contribute to the health, safety and security of a financial services workplace, 114957, NQF2 (2 credits) • Operate and take care of equipment in an office environment, 114976, NQF2 (2 credits) • Participate in formal meetings, 14911, NQF2 (5 credits) • Process incoming and outgoing telephone calls, 14348, NQF2 (3 credits) • Use a Graphical User Interface (GUI)-based word processor to format documents, 117924, NQF 2 (5 credits) • Answer customer enquiries by mail, facsimile and email in a wide range of public sector contexts, 242864, NQF3 (4 credits) • Apply public sector policies and procedures to achieve administration objectives, 242870, NQF3 (12 credits) • Apply the Batho Pele principles to own work role and context, 242860, NQF3 (14 credits) • Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation and a specific workplace, 13915, NQF3 (4 credits) • Demonstrate knowledge of and apply the Public Sector Code of Conduct in own work roles and context, 242858, NQF3 (4 credits) • Identify basic employment 	<ul style="list-style-type: none"> • Co-ordinate meetings, minor events and travel arrangements, 13929, NQF3 (3 credits) • Monitor and control office supplies, 13937, NQF3 (2 credits) • Monitor and control reception area, 13928, NQF3 (4 credits) • Monitor and control the receiving and satisfaction of visitors. 13930, NQF3 (4 credits) • Plan and conduct basic research in an office environment, 13935, NQF3 (6 credits) • Manage time productively, 114589, NQF4 (4 credits)

rights and responsibilities and deal appropriately with own grievances and disputes, 242863, NQF3 (4 credits)

- Identify, operate and maintain the records management system in a Public Sector organisation, 242866, NQF3 (6 credits)
- Manage own performance improvement process in a public sector context.242874, NQF3 (4 credits)
- Manage own work performance in a public sector workplace, 242862, NQF3 (6 credits)
- Perform basic business calculations, 11241, NQF3 (6 credits)
- Use data entry and retrieval skills to input and retrieve computer data, 242865, NQF3 (4 credits)
- Demonstrate and apply knowledge of role and responsibility of local government in South Africa, 242868, NQF4 (6 credits)
- Demonstrate and apply knowledge of role and responsibility of national government in South Africa, 242856, NQF4 (6 credits)
- Demonstrate and apply knowledge of role and responsibility of provincial government in South Africa, 242854, NQF4 (6 credits)
- Demonstrate and apply knowledge of the ethical standards in the Public Sector, 242857, NQF4 (4 credits)