



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

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COURSE BROCHURE

Public Sector Policies And Procedures For Administrative Objectives Training

Business, Commerce and Management Studies / Public Administration

Unit Standard 113967 · NQF Level 3 · 12 Credits · 9 Days

COURSE OVERVIEW

This course equips administrative professionals in the public sector with a thorough understanding of relevant policies and procedures to ensure compliance, efficiency, and accountability. Participants will learn to interpret and apply legislative frameworks, manage records, and support administrative objectives within their organisations.

Category	Business, Commerce and Management Studies
Subfield	Public Administration
Unit Standard	113967
Accreditation	SAQA Accredited · NQF Level 3 · 12 Credits
Duration	9 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply relevant public sector policies and procedures to administrative tasks and decision-making.
- Analyse the impact of legislative frameworks on administrative processes and objectives.
- Evaluate the effectiveness of current procedures in meeting organisational and regulatory requirements.
- Implement procedures for records management, document control, and information dissemination.
- Demonstrate compliance with policies governing ethics, confidentiality, and service delivery.
- Design improvements to administrative workflows based on policy requirements and best practices.

WHO SHOULD ATTEND

- Administrative officers, clerks, and support staff working in national, provincial, or local government departments, as well as those in public entities seeking to enhance their policy compliance and procedural knowledge.

COURSE OUTLINE

Day 1: Introduction to Public Sector Administration

- Overview of South African public sector structure
- Constitutional and legislative foundations (e.g., Public Service Act, PFMA)
- The Batho Pele principles
- Policy vs. procedure: definitions and relationships
- Ethical considerations in public administration

Day 2: Policy Development and Implementation

- The policy cycle: agenda setting, formulation, adoption, implementation, evaluation
- Stakeholder analysis and consultation
- Drafting policy documents
- Implementation plans and timelines
- Monitoring and evaluation (M&E) frameworks

Day 3: Procedural Frameworks for Administrative Efficiency

- Elements of effective procedures
- Writing SOPs: structure and language
- Workflow mapping and analysis
- Compliance and risk management in procedures
- Continuous improvement (e.g., PDCA cycle)

Day 4: Financial Administration and Procurement Policies

- Public Finance Management Act (PFMA) overview
- Supply Chain Management (SCM) policy
- Budgeting processes in the public sector
- Financial delegations and authorisations
- Internal controls and audit readiness

Day 5: Human Resource Policies and Procedures

- Recruitment and selection policies
- Performance management and development system (PMDS)
- Employment Equity Act and affirmative action
- Labour Relations Act and dispute resolution
- Code of conduct and disciplinary procedures

Day 6: Records Management and Information Governance

- National Archives and Records Service Act
- File plans and classification systems
- Protection of Personal Information Act (POPIA)
- Information security policies
- Digitisation and electronic records management

Day 7: Service Delivery and Customer Care Policies

- Service delivery charter and standards
- Complaints management procedures
- Citizen feedback mechanisms
- Service delivery monitoring tools

- Case studies of service delivery challenges

Day 8: Governance, Risk and Compliance (GRC)

- King IV principles for public sector
- Risk management policy and framework
- Compliance checklists and audits
- Risk registers and reporting
- Ethics and anti-corruption mechanisms

Day 9: Integration, Review and Assessment

- Integrated case study: applying policies and procedures
- Peer review of draft procedures
- Action planning for workplace implementation
- Assessment preparation and mock assessment
- Course wrap-up and Q&A;

ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **12 NQF credits** at **NQF Level 3**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 33,300.00	R 33,300.00
1	In-House	R 43,300.00	R 43,300.00
1	On-Campus (Pretoria)	R 50,000.00	R 50,000.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	20 Aug 2026	On-Campus	Durban, South Africa
10 Aug 2026	20 Aug 2026	On-Campus	Mauritius
11 Aug 2026	21 Aug 2026	On-Campus	Cape Town, South Africa
12 Aug 2026	24 Aug 2026	On-Campus	Dubai, UAE
13 Aug 2026	25 Aug 2026	On-Campus	Pretoria, South Africa
14 Aug 2026	26 Aug 2026	On-Campus	Abu Dhabi, UAE
17 Aug 2026	27 Aug 2026	On-Campus	Shenzhen, China
18 Aug 2026	28 Aug 2026	On-Campus	Dubai, UAE

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

HOW TO GET A QUOTE OR APPLY

1. **Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard 113967) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
2. **Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to apply@aaticd.co.za – our team will reply with a formal quotation.
3. **Apply by phone or WhatsApp:** call **+27 12 004 8389** or WhatsApp **+27 65 077 6310** and we will prepare your quotation and reserve your seats.
4. **Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

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