



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 Policy and Procedure Administration

Business, Commerce and Management Studies / Public Administration

Unit Standard 242870 · NQF Level 3 · 12 Credits · 9 Days

COURSE OVERVIEW

This course equips public sector administrators with the skills to effectively apply policies and procedures in achieving administrative objectives. Participants will learn to interpret legislative frameworks, implement procedural guidelines, and ensure compliance within their organisational context. The training enhances efficiency and accountability in public service delivery.

Category	Business, Commerce and Management Studies
Subfield	Public Administration
Unit Standard	242870
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.
- Analyse the impact of legislative frameworks on administrative processes.
- Evaluate the effectiveness of current procedures in achieving objectives.
- Implement corrective actions to align procedures with policy requirements.
- Demonstrate compliance with governance and ethical standards in administration.
- Design improved administrative workflows based on policy interpretation.

WHO SHOULD ATTEND

- This course is designed for administrative officers, policy implementers, and public sector employees responsible for executing policies and procedures to meet organisational goals.

COURSE OUTLINE

Day 1: Introduction to Public Sector Policy and Procedure Administration

- Overview of the South African public sector structure
- Constitutional and legislative foundations (PFMA, PSA, Public Service Regulations)
- Definitions and types of policies and procedures
- The policy lifecycle: formulation, implementation, review
- Case study: examples of public sector policies

Day 2: Policy Development and Drafting Principles

- Policy development process: initiation, research, drafting, consultation, approval
- Policy drafting guidelines and templates
- Stakeholder identification and engagement strategies
- Legal and regulatory compliance checks
- Practical exercise: draft a short policy on a given topic

Day 3: Procedure Design and Documentation

- Elements of a procedure: purpose, scope, responsibilities, steps, references
- Process mapping techniques (flowcharts, swimlanes)
- Writing procedures for different audiences
- Standard operating procedures (SOPs) vs. administrative procedures
- Practical exercise: create a procedure for a common administrative task

Day 4: Policy and Procedure Implementation

- Implementation planning: timelines, resources, communication
- Change management models (e.g., Kotter's 8 steps)
- Training and awareness strategies
- Managing resistance to change
- Case study: successful implementation in a government department

Day 5: Monitoring, Evaluation, and Review

- Monitoring tools: checklists, audits, reports
- Key performance indicators for policy outcomes
- Evaluation methods: surveys, interviews, data analysis
- Review cycles and triggers for revision
- Practical exercise: design a monitoring plan for a sample policy

Day 6: Compliance and Governance Frameworks

- Governance structures in the public sector
- Oversight and accountability mechanisms
- Compliance auditing and reporting
- Risk assessment and mitigation in policy implementation
- Ethics and conflict of interest policies

Day 7: Policy Communication and Stakeholder Engagement

- Communication strategies for internal and external audiences
- Stakeholder mapping and engagement techniques
- Plain language writing for public sector documents
- Public participation in policy development (e.g., gazettes, hearings)

- Practical exercise: draft a communication memo for a new policy

Day 8: Advanced Topics: Policy Alignment and Integration

- Vertical and horizontal policy alignment
- Policy coherence and coordination mechanisms
- Cross-departmental collaboration and memoranda of understanding
- Case studies: integrated service delivery models
- Practical exercise: map policy alignment for a selected sector

Day 9: Capstone Project and Course Review

- Capstone project: develop a policy and procedure administration plan for a real or simulated scenario
- Presentation and peer feedback session
- Course review and knowledge assessment
- Action planning for workplace implementation
- Resources and professional networks

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
07 Aug 2026	19 Aug 2026	On-Campus	Dubai, UAE
10 Aug 2026	20 Aug 2026	On-Campus	Abu Dhabi, UAE
11 Aug 2026	21 Aug 2026	On-Campus	Durban, South Africa
11 Aug 2026	21 Aug 2026	On-Campus	Mauritius
12 Aug 2026	24 Aug 2026	On-Campus	Cape Town, South Africa
13 Aug 2026	25 Aug 2026	On-Campus	Dubai, UAE
14 Aug 2026	26 Aug 2026	On-Campus	Pretoria, South Africa
17 Aug 2026	27 Aug 2026	On-Campus	Durban, South Africa

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 242870) 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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