



Accredited Africa Training Institute for Capacity Development

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

Tel: +27 12 004 8389 · Mobile: +27 65 077 6310

Email: apply@aaticd.co.za · Website: www.aaticd.co.za

COURSE BROCHURE

Public Sector Administrative Procedures and Work Scheduling

Business, Commerce and Management Studies / Public Administration

Unit Standard 242900 · NQF Level 4 · 6 Credits · 3 Days

COURSE OVERVIEW

This course equips public sector employees with the skills to apply administrative principles effectively in implementing procedures and managing work schedules. Participants will learn to align administrative tasks with regulatory requirements and organisational goals, enhancing efficiency and accountability in the public service environment.

Category	Business, Commerce and Management Studies
Subfield	Public Administration
Unit Standard	242900
Accreditation	SAQA Accredited · NQF Level 4 · 6 Credits
Duration	3 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply administrative principles to interpret and implement public sector procedures in accordance with relevant legislation and policies.
- Demonstrate the ability to design and manage work schedules that optimise resource utilisation and meet service delivery targets.
- Analyse administrative workflows to identify inefficiencies and recommend improvements.
- Implement record-keeping systems that ensure compliance with public sector accountability standards.
- Evaluate the impact of administrative decisions on organisational performance and stakeholder satisfaction.

WHO SHOULD ATTEND

- This course is designed for administrative officers, clerks, and supervisors in the South African public sector who are responsible for implementing procedures and managing work schedules.

COURSE OUTLINE

Day 1: Foundations of Public Sector Administration

- Overview of the South African public sector structure
- Legislative framework: PFMA, PSA, and relevant regulations
- Batho Pele principles: consultation, service standards, access, courtesy, information, openness, redress, value for money
- Ethics and professionalism in the public service
- Administrative procedures: filing, correspondence, and record management
- Introduction to workflow and task coordination

Day 2: Work Scheduling and Time Management

- Principles of effective work scheduling
- Prioritisation: Eisenhower Matrix, ABC analysis
- Time management techniques: Pomodoro, time blocking, and task batching
- Scheduling tools: calendars, Gantt charts, and digital planners
- Coordinating meetings and appointments
- Dealing with interruptions and competing priorities
- Monitoring and adjusting schedules

Day 3: Integrated Administrative Procedures and Practical Application

- Case studies of administrative procedures in practice
- Developing and using standard operating procedures (SOPs)
- Quality assurance and continuous improvement
- Performance measurement: key performance indicators (KPIs)
- Handling exceptions and escalations
- Review and reflection on learning

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 **6 NQF credits** at **NQF Level 4**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 17,900.00	R 17,900.00
1	In-House	R 23,300.00	R 23,300.00
1	On-Campus (Pretoria)	R 26,800.00	R 26,800.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	12 Aug 2026	On-Campus	Durban, South Africa
10 Aug 2026	12 Aug 2026	On-Campus	Dubai, UAE
11 Aug 2026	13 Aug 2026	On-Campus	Pretoria, South Africa
11 Aug 2026	13 Aug 2026	On-Campus	Mauritius
12 Aug 2026	14 Aug 2026	On-Campus	Abu Dhabi, UAE
12 Aug 2026	14 Aug 2026	On-Campus	Cape Town, South Africa
17 Aug 2026	19 Aug 2026	On-Campus	Shenzhen, China
17 Aug 2026	19 Aug 2026	On-Campus	Pretoria, 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 242900) 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.

Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza, 1122 Burnett St, Hatfield 0028, Pretoria, Gauteng, South Africa
Tel: +27 12 004 8389 · WhatsApp: +27 65 077 6310 · apply@aaticd.co.za · www.aaticd.co.za