



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 Culture and Values in the Workplace

Business, Commerce and Management Studies / Public Administration

Unit Standard 242903 · NQF Level 4 · 6 Credits · 3 Days

COURSE OVERVIEW

This course equips public sector employees with a deep understanding of the unique culture and core values that underpin the South African public service. Participants will learn how to apply these values in their daily work to enhance service delivery, ethical conduct, and organizational cohesion.

Category	Business, Commerce and Management Studies
Subfield	Public Administration
Unit Standard	242903
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

- Define the key components of public sector culture and values in the South African context.
- Apply the Batho Pele principles to improve service delivery in own work context.
- Demonstrate ethical behavior aligned with public service codes of conduct.
- Analyze the impact of public sector values on organizational effectiveness.
- Evaluate personal work practices against the expected values and culture.
- Implement strategies to promote a positive public sector culture within a team.

WHO SHOULD ATTEND

- All public sector employees, from entry-level to management, who wish to align their work practices with the Batho Pele principles and the broader public service ethos.

COURSE OUTLINE

Day 1: Foundations of Public Sector Culture and Values

- Introduction to public sector culture and values
- Constitutional and legislative framework (Constitution, Public Service Act, etc.)
- Batho Pele principles (consultation, service standards, access, courtesy, information, openness and transparency, redress, value for money)
- Ethical conduct and code of conduct for public servants
- Professionalism in the public service
- The role of organisational culture in service delivery
- Case studies: positive and negative examples of public sector culture

Day 2: Embedding Values and Ethical Decision-Making

- Ethical decision-making models (e.g., PLUS, SEER)
- Scenario analysis: applying Batho Pele principles
- Consequences of unethical behaviour: fraud, corruption, and disciplinary action
- Promoting a values-driven culture: strategies and tools
- Leadership and its influence on organisational culture
- Whistleblowing and protected disclosures
- Group discussion: developing a team charter of values

Day 3: Practical Integration and Continuous Improvement

- Action planning for culture improvement
- Monitoring and evaluating culture initiatives
- Communication skills for public servants (active listening, feedback, conflict resolution)
- Personal accountability and integrity
- Presentation of action plans and peer review
- Course wrap-up and commitment to continuous improvement

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 242903) 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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