



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

Achieving Public Sector Goals Through Knowledge Harnessing

Business, Commerce and Management Studies / Public Administration

Unit Standard 242909 · NQF Level 7 · 12 Credits · 9 Days

COURSE OVERVIEW

This course equips public sector managers and officials with the knowledge and skills to systematically harness and leverage knowledge for improved service delivery, policy implementation, and organizational effectiveness. Participants will learn to identify, capture, and apply knowledge assets to achieve strategic public sector goals, fostering a culture of evidence-based decision-making and continuous improvement.

Category	Business, Commerce and Management Studies
Subfield	Public Administration
Unit Standard	242909
Accreditation	SAQA Accredited · NQF Level 7 · 12 Credits
Duration	9 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply the principles of knowledge management to identify and capture knowledge assets relevant to public sector goals.
- Analyze the role of knowledge in supporting policy development, decision-making, and service delivery within a public sector context.
- Evaluate existing knowledge-sharing practices and recommend improvements to enhance organizational learning and goal achievement.
- Design a knowledge-harnessing strategy that aligns with the strategic objectives of a public sector entity.
- Implement processes for capturing tacit and explicit knowledge from stakeholders, including communities and other government agencies.
- Demonstrate the use of knowledge tools and technologies to promote collaboration and knowledge transfer across public sector teams.

WHO SHOULD ATTEND

- Public sector managers, policy makers, and officials involved in strategic planning, knowledge management, or service delivery improvement within government departments, municipalities, or public entities.

COURSE OUTLINE

Day 1: Introduction to Knowledge Harnessing in the Public Sector

- Definition and scope of knowledge harnessing
- The role of knowledge in public sector effectiveness
- Overview of knowledge management frameworks
- Linking knowledge to strategic goals
- Case studies: successful knowledge harnessing in government

Day 2: Knowledge Creation and Acquisition

- Knowledge creation models (e.g., SECI model)
- Tacit vs. explicit knowledge
- Knowledge acquisition from citizens, partners, and research
- Tools for capturing knowledge: interviews, surveys, documentation
- Ethical considerations in knowledge acquisition

Day 3: Knowledge Storage and Organisation

- Knowledge taxonomies and ontologies
- Document management systems
- Metadata and tagging
- Ensuring data quality and security
- Case studies: government knowledge banks

Day 4: Knowledge Sharing and Dissemination

- Communities of practice
- Collaborative platforms (intranets, wikis)
- Incentives and motivation for sharing
- Overcoming silo mentality
- Role of leadership in fostering sharing

Day 5: Knowledge Application and Use

- Evidence-based policy making
- Knowledge-driven innovation in services
- Using lessons learned and best practices
- Monitoring and evaluation of knowledge use
- Case studies: knowledge application in health, education, etc.

Day 6: Technology for Knowledge Harnessing

- Knowledge management software (e.g., SharePoint, Confluence)
- Data analytics and business intelligence
- Artificial intelligence and machine learning for knowledge discovery
- Cloud-based solutions and security
- Digital transformation in government

Day 7: Measuring and Evaluating Knowledge Harnessing

- Key performance indicators for knowledge management
- Knowledge audits and maturity models
- Balanced scorecard approach
- Return on investment in knowledge initiatives

- Continuous improvement cycles

Day 8: Legal, Ethical, and Policy Considerations

- Access to information laws (e.g., PAIA)
- Data protection and privacy (POPIA)
- Intellectual property rights
- Ethical dilemmas in knowledge sharing
- Developing a knowledge management policy

Day 9: Strategic Integration and Action Planning

- Aligning knowledge harnessing with organisational strategy
- Change management for knowledge initiatives
- Building a business case for knowledge management
- Action plan development
- Peer review and feedback sessions

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 7**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 38,300.00	R 38,300.00
1	In-House	R 49,800.00	R 49,800.00
1	On-Campus (Pretoria)	R 57,500.00	R 57,500.00

UPCOMING SESSIONS

Start	End	Method	Venue
07 Aug 2026	19 Aug 2026	On-Campus	Pretoria, South Africa
07 Aug 2026	19 Aug 2026	On-Campus	Lagos, Nigeria
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

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 242909) 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