

Community Development Facilitation

1. Overview

The purpose of this programme is to equip participants with the knowledge and practical skills to support development project service delivery, facilitate community participation, and apply the Batho Pele Principles within a Local Government environment. Participants will develop an understanding of municipal planning, Ward Committee functions, and community engagement processes to enhance service delivery, strengthen accountability, and promote citizen-centred governance.

2. Programme Outcome:

- Explain the principles of service excellence within a Local Government context
- Develop, implement, and evaluate basic service delivery plans for community development projects
- Facilitate meaningful community participation in democratic and municipal processes
- Promote public awareness of democratic structures and participation opportunities
- Explain the role of Ward Committees in Integrated Development Planning (IDP), Community-Based Planning (CBP), municipal budgeting, and service delivery
- Apply the Batho Pele Principles to improve public service delivery and community satisfaction
- Promote accountability, transparency, and citizen-focused service delivery within Local Government

Qualification:	Certificate of Completion
Duration:	4-Months
Programme Type:	Category B – Workplace-Based Learning Programme
Programme ID:	PA0283
SAQA US:	242895, 123436, 242890, 113955
NQF Level:	3
Credits:	29
Entry Requirements:	NQF Level 2 qualification
Training Options:	Online - Each participant will receive access to an online portal, where all programme materials and resources are available. Training is delivered fully online, and participants will join scheduled Microsoft Teams sessions facilitated by a trainer. This mode provides flexibility and allows learners to participate from any location. Blended - Blended learning combines both online and face-to-face training. Participants receive access to an online portal for online content, resources, and self-paced activities. They also attend scheduled in-person contact sessions with a facilitator, either at the client's premises or providers campus. This approach offers the flexibility of online learning with the added support of guided, interactive sessions. Face-to-Face - Each participant will receive training resources, which contains all programme materials and resources. Training is delivered through onsite contact sessions, either at the client's premises or providers campus, where a facilitator conducts the sessions in a classroom environment.

Minimum Participants Required: (1) Online, (1) Blended & (1) Face-to-Face

**A choice of leveraged programmes for any person,
At any level, in any department, of any company, in any industry.**

3. Programme Content

- **(242895 US):** Support the facilitation of development project service delivery in a Ward Committee context
- **(123436 US):** Facilitate community participation in democratic processes and structures
- **(242890 US):** Display an understanding of core municipal processes and Ward Committee participation in these processes
- **(113955 US):** Apply the Batho Pele principles to own work role and context

4. Topics

Module 1: Service Delivery in a Ward Committee Context

- Introduction to Local Government service delivery
- Principles of service excellence
- Development project planning
- Ward Committee roles in service delivery
- Service delivery tools and techniques
- Community needs identification
- Developing service delivery plans
- Implementing development projects
- Monitoring service delivery performance
- Evaluating service delivery effectiveness
- Continuous improvement in municipal services

Module 2: Community Participation in Democratic Processes

- Democracy and citizen participation
- Human rights and community development
- Democratic structures in South Africa
- Assessing community participation
- Public awareness campaigns
- Stakeholder engagement
- Facilitating community meetings
- Participatory decision-making
- Promoting inclusive governance
- Evaluating community participation initiatives

We trust that the above is in order and look forward to hearing from you for Implementation

Module 3: Municipal Processes and Ward Committee Participation

- Introduction to Local Government
- Integrated Development Planning (IDP)
- Community-Based Planning (CBP)
- Municipal budgeting processes
- Service delivery planning
- Municipal performance management
- Ward Committee participation in municipal planning
- Community consultation and feedback
- Monitoring municipal service delivery
- Strengthening accountability and governance

Module 4: Batho Pele Principles and Public Service Excellence

- Introduction to Batho Pele
- The eight Batho Pele Principles
- Public service ethics and values
- Applying Batho Pele in the workplace
- Consultation and customer care
- Service standards and accountability
- Transparency and openness
- Redress and complaint management
- Best practices in public service delivery
- Batho Pele and continuous service improvement

5. Target Market

This programme is suitable for:

- Ward Committee Members
- Municipal Officials
- Ward Councillors
- Community Development Workers
- Public Participation Officers
- Community Liaison Officers
- Municipal Administrative Staff
- Development Project Coordinators
- Traditional Leaders
- Community-Based Organisation (CBO) Representatives
- Public Service Employees
- Individuals pursuing a career in Local Government and Public Administration

We trust that the above is in order and look forward to hearing from you for Implementation

6. Assessments

This programme includes a Portfolio of Evidence (POE) that must be submitted at the end of the programme. The POE include:

- **Knowledge Assessments:** To evaluate theoretical understanding
- **Practical Assignments:** Hands-on tasks related to course topics
- **Workplace Assignments and Logbook:** Application of skills in real-world settings

Successful participants will receive a certificate of completion.

7. Workplace-Based Learning Programme

This WLP is a fusion of academic learning and practical work. The learning is directly applied to the workplace by using client-based mentors and extensive workplace-based portfolio work and assignments. Apart from the obvious benefits of a workplace directed qualification, each WLP qualifies for recognition as a Category B Skills Programme in the Learning Matrix of the Amended BEE codes, which allows for the salaries of participants to be recognized as part of the Skills Development Expenditure.

We trust that the above is in order and look forward to hearing from you for Implementation