

Local Government Administration

1. Overview

This programme equips participants with the knowledge and practical skills required to operate effectively within the Local Government environment. Participants will gain an understanding of the structure and functioning of Local Government, develop administrative and support service skills, strengthen workplace communication and learning capabilities, and improve their ability to interpret, analyse, and apply information from a variety of workplace texts. The programme prepares learners to contribute to efficient municipal administration and effective public service delivery.

2. Programme Outcome:

- Explain the structure and functioning of the South African Public Sector and Local Government
- Describe the roles of the three spheres of government and their interrelationships
- Explain the strategic framework that guides Local Government
- Identify the role of employer and employee organisations within Local Government
- Apply administrative systems and procedures to support municipal service delivery
- Organise and manage workplace resources effectively
- Store, retrieve, and manage information using manual and electronic filing systems
- Apply workplace learning strategies and access appropriate learning resources
- Conduct basic research, analyse information, and present findings
- Interpret and evaluate workplace texts for different purposes and audiences
- Work effectively within teams and contribute to organisational objectives

Qualification:

Certificate of Completion

Duration:

4-Months

Programme Type:

Category B – Workplace-Based Learning Programme

Programme ID:

PA0296

SAQA US:

244296, 244298, 119467, 119457

NQF Level:

3

Credits:

20

Entry Requirements:

Communication competence in English at NQF Level 2

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.

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

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

3. Programme Content

- **(244296 US):** Demonstrate an understanding of the municipal working environment
- **(244298 US):** Provide support and administrative services in Local Government
- **(119467 US):** Use language and communication in occupational learning programmes
- **(119457 US):** Interpret and use information from texts

4. Topics

Module 1: Introduction to the Municipal Working Environment

- Overview of the South African Public Sector
- Purpose and functions of Local Government
- The constitutional framework
- Principles of public administration
- Service delivery within municipalities

Module 2: Government Structures and Strategic Frameworks

- The three spheres of government
- Roles and responsibilities of national, provincial, and local government
- Intergovernmental relations
- Government strategies and policies
- Municipal governance and accountability

Module 3: Employment Relations in Local Government

- Employer and employee organisations
- Labour relations within municipalities
- Workplace responsibilities
- Ethical conduct and professionalism
- Organisational culture

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

Module 4: Administrative Support Services

- Principles of municipal administration
- Administrative systems and procedures
- Office management practices
- Managing workplace resources
- Supporting municipal operations

Module 5: Records and Information Management

- Manual filing systems
- Electronic document management
- Records management principles
- Information retrieval techniques
- Confidentiality and information security

Module 6: Occupational Learning Skills

- Learning in the workplace
- Accessing learning resources
- Study techniques and time management
- Managing learning materials
- Reflective learning and continuous improvement

Module 7: Workplace Research and Teamwork

- Conducting basic workplace research
- Collecting and analysing information
- Presenting research findings
- Team collaboration
- Workplace communication and participation

Module 8: Reading, Interpreting and Evaluating Workplace Texts

- Reading strategies for workplace documents
- Interpreting policies, procedures, and reports
- Identifying explicit and implicit messages
- Evaluating information for different audiences
- Understanding language structures and persuasive communication

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Module 9: Integrating Administration, Communication and Service Delivery

- Supporting municipal service delivery
- Applying communication in administrative roles
- Improving organisational efficiency
- Problem-solving in administrative environments
- Best practices in Local Government administration
- Personal action planning for workplace performance

5. Target Market

This programme is suitable for:

- Municipal Administrative Officers
- Municipal Clerks
- Administrative Assistants
- Office Administrators
- Records and Information Officers
- Customer Service and Frontline Staff
- Community Development Workers
- Public Sector Administrators
- Learners participating in learnerships and skills programmes
- New employees entering Local Government
- Individuals seeking employment within Local Government or the Public Sector

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.

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