

Public Sector Communication, Information Management & Disaster Management

1. Overview

This programme equips participants with the knowledge and practical skills to coordinate communication programmes, manage information using computerised systems, and participate in the planning and implementation of disaster management systems within the public sector. Participants will develop the ability to communicate effectively, use technology to manage public sector information, and contribute to disaster preparedness and response in line with public sector policies and legislative requirements.

2. Programme Outcome:

- Apply sound communication principles when coordinating public sector communication programmes
- Select and use appropriate communication tools for different stakeholders
- Use information technology to improve communication and information sharing
- Identify and overcome barriers to effective communication
- Apply computerised systems to manage public sector data and reports
- Use common computer applications to improve administrative efficiency
- Monitor and control information to reduce technology-related risks
- Identify different types of disasters and assess their impact
- Participate in the planning and implementation of disaster management systems
- Apply disaster management policies and recommend appropriate disaster response strategies

Qualification:

Certificate of Completion

Duration:

4-Months

Programme Type:

Category B – Workplace-Based Learning Programme

Programme ID:

PA0448

SAQA US:

119346, 119351, 119338

NQF Level:

5

Credits:

28

Entry Requirements:

NQF Level 4 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.

**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

- **(119346 US):** Apply sound communication principles in the coordination of selected public sector communications programmes
- **(119351 US):** Apply principles of computerised systems to manage data and reports relevant to the public sector administration
- **(119338 US):** Participate in the planning and implementation of disaster management systems

4. Topics

Module 1: Public Sector Communication

- Principles of effective communication
- The communication process
- Communication within the public sector
- Communication planning
- Stakeholder communication
- Communication channels and tools
- Written and verbal communication
- Electronic communication methods
- Information sharing and collaboration
- Using information technology to support communication
- Identifying communication barriers
- Strategies to overcome communication barriers
- Evaluating communication effectiveness

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

Module 2: Computerised Information Systems for Public Sector Administration

- Introduction to computerised information systems
- Components of information systems
- Managing electronic records
- Data collection and processing
- Database management principles
- Computer applications used in public administration
- Generating reports
- Data accuracy and quality assurance
- Information security and confidentiality
- Technology risks and controls
- Using information for decision-making
- Best practices in electronic information management

Module 3: Disaster Management Systems

- Introduction to disaster management
- Types of natural and human-made disasters
- Disaster risk assessment
- Impact of disasters on communities and organisations
- Disaster management legislation and policies
- Disaster preparedness and planning
- Disaster response and recovery
- Roles and responsibilities during disasters
- Implementing disaster management systems
- Analysing disaster scenarios
- Developing disaster response recommendations
- Monitoring and evaluating disaster management plans

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5. Target Market

This programme is suitable for:

- Public Sector Officials
- Government Administrators
- Municipal Officials
- Public Administration Officers
- Communication Officers
- Disaster Management Practitioners
- Emergency Management Personnel
- Administrative Officers
- Information Management Officers
- Public Finance and Administration Practitioners
- Supervisors and Team Leaders in the Public Sector
- Individuals pursuing a career in Public Administration or Local Government

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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