

## Ward Committee Operations & Municipal Participation

### 1. Overview

The purpose of this programme is to equip participants with the knowledge and practical skills required to participate effectively in municipal governance through Ward Committees. Participants will gain an understanding of municipal planning, budgeting, service delivery, and performance management processes while developing the communication, facilitation, teamwork, and learning skills needed to engage communities and contribute meaningfully to local government decision-making.

### 2. Programme Outcome:

- Explain the core municipal processes and the role of Ward Committees within these processes
- Participate effectively in Integrated Development Planning (IDP), Community-Based Planning (CBP), municipal budgeting, and service delivery initiatives
- Demonstrate an understanding of the policy and legislative framework governing Ward Committees
- Perform administrative functions associated with Ward Committees
- Apply communication, facilitation, conflict management, and stakeholder engagement skills in municipal processes
- Use appropriate learning strategies and workplace resources to support occupational learning
- Work effectively within teams and reflect on workplace learning experiences
- Communicate confidently and adapt communication styles to suit different audiences and community contexts

**Qualification:**

Certificate of Completion

**Duration:**

4-Months

**Programme Type:**

Category B – Workplace-Based Learning Programme

**Programme ID:**

PA0272

**SAQA US:**

242890, 242896, 119460, 119454

**NQF Level:**

3

**Credits:**

30

**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.

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**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

- **(242890 US):** Display an understanding of core municipal processes and Ward Committee participation in these processes
- **(242896 US):** Demonstrate an understanding and apply the broad principles of Ward Committee functioning to participate in municipal processes
- **(119460 US):** Use language and communication in occupational learning programmes
- **(119454 US):** Maintain and adapt oral/signaled communication

### 4. Topics

#### Module 1: Municipal Governance and Ward Committee Participation

- Introduction to Local Government in South Africa
- Municipal governance principles
- Integrated Development Planning (IDP)
- Community-Based Planning (CBP)
- Community participation in municipal planning
- Municipal budgeting process
- Ward Committee participation in budgeting
- Municipal service delivery processes
- Performance management systems
- Ward Committee roles in monitoring service delivery
- Public accountability and transparency
- Community feedback mechanisms

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

## **Module 2: Ward Committee Operations and Stakeholder Engagement**

- Policy and legislative framework for Ward Committees
- Structure and functions of Ward Committees
- Roles and responsibilities of Ward Committee members
- Ward Committee administration
- Meeting planning and documentation
- Community consultation techniques
- Stakeholder engagement and relationship management
- Communication and facilitation skills
- Conflict resolution and negotiation
- Diversity management
- Reporting and feedback processes
- Ethical leadership and accountability

## **Module 3: Occupational Learning Skills**

- Understanding workplace learning
- Finding and using learning resources
- Learning strategies for adult learners
- Managing learning materials
- Planning and gathering information
- Workplace research techniques
- Teamwork and collaboration
- Problem-solving in learning
- Time management for learning
- Reflective learning practices
- Applying learning in the workplace

## **Module 4: Effective Oral Communication**

- Principles of effective communication
- Verbal communication techniques
- Active listening skills
- Adapting communication for diverse audiences
- Cultural sensitivity in communication
- Presentation and public speaking skills
- Organising and presenting information clearly
- Influencing and persuading audiences
- Managing difficult conversations
- Community engagement and facilitation
- Professional communication in local government
- Communication ethics

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## 5. Target Market

This programme is suitable for:

- Ward Committee Members
- Ward Councillors
- Municipal Officials
- Community Development Workers
- Public Participation Officers
- Local Government Administrators
- Community Liaison Officers
- Traditional Leaders
- Municipal Committee Secretaries
- Civil Society and NGO Representatives
- Community-Based Organisation Leaders
- Individuals pursuing a career in Local Government and Public Administration

## 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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