

OCCUPATIONAL CERTIFICATE: PUBLIC SERVICE ADMINISTRATOR



Programme Overview

The **Occupational Certificate: Public Service Administrator** equips learners with the knowledge, practical skills and workplace experience required to provide effective administrative support within the South African public service. The qualification prepares learners to promote administrative efficiency, support service delivery objectives and provide professional administrative services aligned with government legislation, policies and procedures across national, provincial and local government.

Learners develop competencies in public administration, human resource administration, financial and supply chain administration, programme and project support, public sector communication, ethics, governance and the effective use of technology. Upon completion, graduates are able to provide quality administrative support to managers and contribute to efficient, accountable and citizen-centred public service delivery.

This qualification is suitable for individuals seeking careers in:

- National Government Departments
- Provincial Government Departments
- Municipalities and Local Government
- Public Entities and State-Owned Enterprises
- Public Service Administration Offices
- Government Agencies
- Public Sector Support Services

Programme Code

OPSA010

Accreditation Status

- **Quality Council for Trades and Occupations (QCTO)**
- Occupational Certificate: Public Service Administrator
- **Assessment Quality Partner (AQP):** Public Service Sector Education and Training Authority (PSETA)
- **Development Quality Partner (DQP):** Public Service Sector Education and Training Authority (PSETA)
- **Curriculum Code:** 334102-001-01-00
- **SAQA ID:** 118766
- **NQF Level:** 5
- **Credits:** 120
- **Occupational Qualification (OQSF)**

Duration:

12 Months

Entry Requirements

Applicants should have:

- An NQF Level 4 qualification
- Basic computer literacy
- Good communication skills
- An interest in public administration and government service

Knowledge Modules (8)

- **334102-000-01-KM-01:** Government System
- **334102-000-01-KM-02:** Human Resource Administration
- **334102-000-01-KM-03:** Programme and Project Management
- **334102-000-01-KM-04:** Public Service Communication and Administration
- **334102-000-01-KM-05:** Ethics, Good Administration and Integrity in the Public Service
- **334102-000-01-KM-06:** Developing Self in the Workplace
- **334102-000-01-KM-07:** Financial and Supply Chain Administration
- **111202-000-01-KM-08:** Using Technology Effectively and Efficiently to Meet Public Service Requirements

Practical Skills Modules (4)

- **334102-000-01-PM-01:** Administer Workplace Outputs
- **334102-000-01-PM-02:** Draft Official Communication Documents in the Workplace
- **334102-000-01-PM-03:** Provide Administrative Support for Resources at Unit Level
- **334102-000-01-PM-04:** Develop Oneself in a Unit

Work Experience Modules (3)

- **334102-000-01-WM-01:** Provide Day-to-day Administrative Support to Managers in a Unit
- **334102-000-01-WM-02:** Conduct Self-management Processes and Procedures in the Workplace
- **334102-000-01-WM-03:** Apply Value-driven Human Resources, Financial and Supply Chain Management Principles at Unit Level

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Exit Level Outcomes

Upon successful completion, learners will be able to:

- Prepare official communication and maintain administrative records in accordance with public service requirements.
- Administer workplace outputs and support unit operations.
- Apply human resource administration practices at unit level.
- Administer financial and supply chain records in accordance with government policies.
- Apply ethical principles, integrity and good governance within the public service.
- Support programme and project administration.
- Utilise technology to improve administrative efficiency.
- Deliver professional administrative services that enhance service delivery across all spheres of government.

Assessment Structure

- **Knowledge Modules:** 6 internal formative assessments
- **Knowledge Modules:** 6 internal summative assessments
- **Practical Skills Modules:** 4 practical assessments
- **Work Experience Modules:** 4 workplace logbook/ evidence sections
- **External Assessment:** 1 External Integrated Summative Assessment (EISA)

External Integrated Summative Assessment (EISA)

After completing all knowledge, practical skills and workplace experience modules, learners must successfully complete the national External Integrated Summative Assessment conducted through the Assessment Quality Partner (PSETA) before the qualification is awarded.

Career Opportunities

Successful learners may pursue careers as:

- Public Service Administrator
- Administrative Officer
- Administration Clerk
- Executive Administrative Assistant
- Office Administrator

- Human Resource Administrator
- Programme Administrator
- Project Support Administrator
- Supply Chain Administrator
- Records Administrator
- Municipal Administration Officer
- Government Office Administrator

Type of Certificate Awarded

Upon successful completion of all knowledge, practical skills, workplace experience requirements and the External Integrated Summative Assessment (EISA), learners will receive the:

Occupational Certificate: Public Service Administrator (SAQA ID 118766)

Issued by the Quality Council for Trades and Occupations (QCTO) in accordance with national occupational qualification requirements.