

certificate in

PUBLIC MANAGEMENT



Entrance qualifications:
Grade 12 or equivalent

Assessment:
Theory & Practical examinations

Duration:
1 year full-time (theory, tutorials and practical classes)

CONTENT

End-User Computing

- Module 1 – Operating Systems: Windows 2000
- Module 2 – Presentations: PowerPoint 2000 / XP
- Module 3 – Word Processing: MS Word 2000 / XP
- Module 4 – Spreadsheet design and modeling: Excel 2000 / XP
- Module 5 – Data Management: Using Microsoft Access 2000 / XP
- Module 6 – Introduction to the Internet

Communication

- Module 1 – Introduction: The Nature of Communication
- Module 2 – Introduction to the Nature of Communication Theory
- Module 3 – Communication Models
- Module 4 – Levels of Communication
- Module 5 – Communication Problems
- Module 6 – Code Systems
- Module 7 – Types and Forms of Communication
- Module 8 – Communication by Objectives
- Module 9 – Communication Skills
- Module 10 – Practical Application

Public Decision Making

- Module 1- Understanding Public Decision-Making
- Module 2- Fundamentals of Decision-Making
- Module 3- Decision-Making Models and Techniques
- Module 4- Creativity and Decision-Making
- Module 5- Decision-Making and Ethics

Public Office Management 1

- Module 1- Client Service and Office Etiquette
- Module 2- Security of Assets and Information
- Module 3- Office Administration
- Module 4- Work Study

Public Service Delivery 1

- Module 1- Politics, Government and Governance
- Module 2- The Public Service Delivery
- Module 3- Enabling Government Institution to Deliver Services /Products
- Module 4- Public Service Delivery and Management Principles
- Module 5- Ethics in the Public Sector
- Module 6- Public Service Delivery and Development Imperatives

Public Resource Management 1

- Module 1- Introduction to Public Resource Management
- Module 2- The Context of Public Resource Management
- Module 3- Public Financial Resources and Public Management Functions
- Module 4- Managing Information for Informed Management in the Public Sector
- Module 5- Natural Resources and Public Management Functions
- Module 6- New Approaches to Public Managementmarket research towards the realization.

