SECTION A: QUALIFICATION DETAILS

QUALIFICATION DEVELOPER (S)	GIPS

TITLE	Certificate V in Public Administration	NCQF LEVEL	5

FIELD	BUSINESS, COMMERCE AND MANAGEMENT STUDIES	SUB-FIELD	PUBLIC ADMINISTRATION	CREDIT VALUE	120

New Qualification	X	Review of Existing Qualification	

SUB-FRAMEWORK	General Education		TVET	X	Higher Education	

QUALIFICATION TYPE	Certificate	I	II	III	IV	V	X	Diploma		Bachelor
	Bachelor Honours		Post Graduate Certificate				Post Graduate Diploma			
	Masters						Doctorate/ PhD			

RATIONALE AND PURPOSE OF THE QUALIFICATION

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RATIONALE:

As per the Human Resource Development Council (HRDC) report titled "Top Occupations in Demand" (2016), the major benefits of pursuing Public Administration studies is the vast range of career opportunities it offers in government departments, ministries and business whose activities are linked to Government. This qualification equips one to hold various positions within the public service sector, non-profit organizations and in the private sector. This qualification is a blend of administration skills relevant in the context of the public sector and is aiming at rapid building of the skills base within the public sector in line with the country's skills development drive initiative as published in the HRDC (2016) report. It ties in with the overall objectives of the public sector to skill learners in line with the strategic need of identified broad competences in line with Vision 2036 of Botswana.

The qualification reflects the skills and competencies required by people employed, or seeking employment in the Public Sector, and Private Sector institutions aligned to Public Sector, in a role where they provide administration services (HRDC, 2016). The importance of the ethical base of service delivery is additionally reflected in this qualification.

The Exit Level Outcomes accentuate huge numbers of the Public Administration aptitudes required inside the Public division in Botswana's unique situation while taking cognizance of the worldwide benchmarks that exist. Such aptitudes and learning are outfitted towards empowering Public authorities in all circles of government to work adequately and effectively in a requesting situation. Hence, leave level results and related evaluation criteria are laid out for the zones of qualification, which imprint out Public organization as key and profoundly persuasive in the Public administration conveyance.

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According to the needs assessment survey conducted by the ETP in 2018, it was noted that there is an acute shortage of public officers with public administration skills and with relevant knowledge and qualifications in Botswana (Appendix A). Thus, the Certificate in Public Administration is developed to address this requirement and with regards to its main goal of offering the right graduates applicable towards the Botswana market (NDP: 2013).

PURPOSE:

The qualification is designed to provide students with the highest quality education in preparation for careers, or advancement of careers, in public, non-profit, environmental, and healthcare organizations. The qualification stresses the acquisition of academic theory and practical skills to foster an ethical and enduring commitment to the public service values of serving the public interest with accountability and transparency; serving professionally with competence, efficiency, and objectivity; acting ethically to uphold the public trust; and demonstrating respect, equity, and fairness in dealings with the public and fellow workers.

The motive behind this qualification is to give an organized program to Public Authorities that work with official administration authorities to offer help to the vital initiative and the board expected to change all circles of government as noted in NHRDC, (2016).

In this manner, the aims of the qualification are to provide the learner with first-hand knowledge across all public sector administrative functions through a mixture of creative and organizational tasks in managing duties, roles and assignments in public service. More specifically, the qualification is an attempt to, among others:

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- Develop a basic appreciation of contemporary/ current theories, principles, concepts and practices of public sector management.

- Critically evaluate and review basic knowledge of public sector administration so as to be able to make recommendations on alternative courses of action that add value to stakeholders;

- Demonstrate understanding of the practice of public sector administration as an emerging profession and carry out basic research using the concepts, models and ideas of best practice in the field in a creative manner.

- Enhance learner ability to evaluate essential aspects of public sector administration.

ENTRY REQUIREMENTS (including access and inclusion)

To be admitted into the Qualification, the candidate must have satisfied the minimum conditions for entry outlined below: -

1. At least 5 subjects Passed at NCQF level 4(General Education) Certificate.

2. NCQF level 3 (General Education with Recognition of Prior Learning at NCQF level 4.

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SECTION B	QUALIFICATION SPECIFICATION

GRADUATE PROFILE (LEARNING OUTCOMES)	ASSESSMENT CRITERIA
1.1.0. Evaluate an effective administration service at practitioner level in the public sector at national, provincial or local government level	1.1.1 Perform administrative tasks according to the agreed level standard 1.1.2 Calculate customer satisfaction index from time to time 1.1.3 Implement policies and procedure to enhance administrative service
2.1.0. Appraise and make informed judgments about the quality of the administration service, offered to clients.	2.1.1 Obtain customer and client feedback and use it to make decisions on improving customer service. 2.1.2 Calculate error rates and align to benchmarks and set performance development objectives. 2.1.3 Create a system of to check complaints and review performance in administration roles.

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3.1.0 Interpret the use of the physical and/or electronic information records system in the public sector context in which they are operating.	3.1.1 Create and maintain departmental records professionally
4.1.0 Demonstrate a knowledge of the legal, regulatory and policy frameworks	4.1.1 Appraise the learners in relation to own work, systems and interactions with internal and external clients. 4.1.2 Implement the public service ethics for the learner`s work role and explain them with examples. 4.1.3 Describe the main roles and responsibilities of each level of Government in Botswana  4.1.4 Translate the statutory regulations governing the learner`s department, section and division.
5.1.0 Apply effective Communication strategies in an organization setting.	5.1.1 Write effectively and concisely the letters and memos which employ appropriate business format so that effect communication takes place 5.1.2 Plan business meetings 5.1.3 Utilize modern business communication tools and techniques.

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6.1.0. Demonstrate an understanding of the use of Information Communications & Technology (ICT) in an organization & the impact it has on societies	6.1.1. Describe the different computer systems and associated hardware and network configurations 6.1.2. Describe the staffing and the operations, development and control activities in a modern computing environment 6.1.3.Assess customer needs and maintain effective positive customer relations

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SECTION C	QUALIFICATION STRUCTURE				
COMPONENT	**TITLE**	**Credits Per Relevant NCQF Level**			**Total** **(Per** *Subject/* *Course/* *Module/* *Units)*
		Level [4]	Level [5]	Level [6]	
FUNDAMENTAL COMPONENT *Subjects/ Courses/ Modules/Units*	Business Communication	√			**10**
	Introduction to Computing and information Processing	√			**10**
CORE COMPONENT *Subjects/Courses/ Modules/Units*	Introduction to Public Administration		√		**20**
	Public Administration Environment		√		**20**
	Public policy fundamentals		√		**15**

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	Public Administration Environment		√		**15**
	Introduction to Psychology		√		**15**
ELECTIVE/ OPTIONAL COMPONENT *Subjects/Courses/ Modules/Units*	Principles of Business Management		√		**15**

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SUMMARY OF CREDIT DISTRIBUTION FOR EACH COMPONENT PER NCQF LEVEL	
TOTAL CREDITS PER NCQF LEVEL	
NCQF Level	*Credit Value*
Fundamental modules at NCQF Levels 4:	*20 Credits*
Core modules at NCQF Level 5:	*100 Credits*
TOTAL CREDITS	**120 Credits**

Rules of Combination:

(Please Indicate combinations for the different constituent components of the qualification)

The qualification consists of (Core: 120 Credits):

- Fundamental Modules at NCQF Level 4:   *20* Credits.
- Core Modules at NCQF Levels 5:   1*00* Credits.

Total Credits =   120 Credits.

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ASSESSMENT ARRANGEMENTS

This qualification is assessed and moderated as follows:

ASSESSMENT

Integrated Assessment:

As assessment practices must be open, transparent, fair, valid, and reliable and ensure that no learner is disadvantaged in any way whatsoever, an integrated assessment approach is incorporated into the qualification. Both formative and summative assessment processes are monitored during the qualification and to determine competence at the end of the qualification. Thus, the assessment is as follows:

Formative assessment   60%

Summative assessment   40%

Therefore, both internal and external moderation will be done in-line with the Moderation Policy of the Institution all Moderators and Assessors must be registered and accredited with Botswana Qualification Authority (BQA).

MODERATION ARRANGEMENTS

MODERATION

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Both Internal and External moderation will be done in-line with the moderation policy of the institution and national ones. Assessment and moderation shall be done by BQA registered and accredited assessors and moderators.

RECOGNITION OF PRIOR LEARNING

The Qualification can be achieved in whole or part through the Recognition of Prior Learning (RPL). Learners obtaining the whole Qualification through RPL and wishing to be declared competent are required to complete a practical assessment component for the purpose of such recognition. This implies that the Qualification may be granted to learners who have acquired the skills and knowledge without attending formal courses, provided they demonstrate competence in the outcomes of the individual Unit Standards n and by the Exit Level Outcome

CREDIT ACCUMULATION AND TRANSFER

Credit Accumulation and Transfer

- In reference to CAT and RPL policies, credit transfer shall also be recognized as an approach to enrol those who have earned credits already for purposes of exception

PROGRESSION PATHWAYS (LEARNING AND EMPLOYMENT)

7.1   Horizontal Articulation (related qualifications of similar level that graduates may consider)

   7.1.1   Certificate in Public Governance

   7.1.2   Certificate in Business Management

   7.1.3   Certificate in Corporate Citizenship

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    7.1.4   Certificate in Economics

    7.1.4   Certificate in Political Science

7..2   Vertical Articulation (qualifications to which the graduates may progress to)

    7.2.1   Diploma in Public Administration

    7.2.2   Bachelor of Public Administration

    7.2.3   Bachelor of Business Administration

    7.2.4   Bachelor of Business Management

7.3 Diagonal Articulation

    7.3.1 Diploma in Forestry

    7.3.2 Degree in Forestry

    7.3.3 Degree in Horticulture

    7.3.4 Degree in Agriculture

    7.3.5 Diploma in Engineering

7.4 Employment Pathways

    7.2.5   Junior Budget Analyst

    7.2.6   Assistant Manager

    7.2.7   Assistant Clerk

    7.2.8   Legislative Support

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7.2.9 Junior Policy Analyst

QUALIFICATION AWARD AND CERTIFICATION

Minimum standards of achievement for the award of the qualification

In order to be considered for a Certificate V In Public Administration award, a candidate must have accumulated at least 120 credits from the listed modules.

Certification

Candidates meeting prescribed requirements will be awarded the qualification in accordance with standards prescribed for the award of the qualification and applicable policies.

REGIONAL AND INTERNATIONAL COMPARABILITY

Summary of Benchmarking with other Institutions

The qualification was benchmarked against three (3) qualifications regional and internationally:

- Public Sector-National Certificate -Level 3 in the United Kingdom by North Devon College

- Certificate in Public Administration by University of Montana in the United States of America https://www.umt.edu/law/mpa/certificates/publicadmin.php.

- Qualification in Public Administration and Management (ODL) (76777) from the University of South Africa, Pretoria(https://www.unisa.ac.za/sites/corporate/default/Apply-for-admission/Short-Learning- qualifications -in-Public-Administration-and-Management-(ODL)-%E2%80%93-76777)

From the three benchmarked qualifications similarities and differences can be drawn :

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Similarities

- The mode of delivery in the three qualification is full time

- All the qualifications have similar assessment strategies including class assessments, practical tests, presentations, formal modular tests etc.

- Another similarity can be seen in the employment pathway with all the qualifications selected citing jobs in the Public Sector industry.

- Also the graduates follow similar employment paths.

Differences

- The duration of study is different in all the three qualifications.

- The load per semester is different for the three qualifications, ranging from 4-7 subjects

- The credits is stated for only one qualification as it is 158 credits while for the other two it is not stated as .

- The levels for the three qualifications range from Level 3-5, and they are certificate qualifications.

REVIEW PERIOD

This Qualification will be reviewed after every (5) years

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