

# NATIONAL CERTIFICATE IN PUBLIC ADMINISTRATION (NCPA)

## Programme Overview

The purpose of the National Certificate in Public Administration qualification is to equip public officials and practitioners to support strategic leaders and managers in the public sector to transform all spheres of government. This qualification is a career pathway for those wanting to specialise in public administration and management.

## Core Modules

- Personal and Team Effectiveness
- Legislation, Policy and Ethical Principles
- Service Delivery
- Transformation in Public Entities

## Entry Requirements

NQF Level 4 qualification

## Exit Level Outcomes

**Upon completion of this programme, you will be able to:**

- Manage service delivery improvement and employ client service delivery techniques
- Manage and lead human resources in the workplace
- Apply the principles of knowledge management to public sector administration
- Plan strategically to improve business performance
- Apply South African legislation and policy affecting public administration
- Apply the principles of risk management to manage risk situations in the public sector
- Design and formulate public sector policies and regulations



## Programme Structure

The National Certificate in Public Administration is an NQF Level 5 qualification, with 141 credits. The qualification is offered over a minimum period of 12 months.