

A Purpose		Capabilities			
<p>Leadership Skills</p> <p>Purpose To provide skills and knowledge that will enable the recipient to represent the interests of communities. To provide community leadership and guidance, and to facilitate communication between the community and the council</p>	242816	Conduct a structured meeting	4	5	<ul style="list-style-type: none"> • Preparing for a meeting. • Conducting a meeting. • Dealing with differing views in a meeting. • Distributing records of a meeting.
	255514	Conduct a disciplinary hearing	4	15	<ul style="list-style-type: none"> • Explain organizational and legal policies, procedures for instituting disciplinary action. • Investigate the allegation. • Prepare for a hearing. • Conduct a disciplinary hearing.
	117853	Conduct negotiations to deal with conflict situations	5	8	<ul style="list-style-type: none"> • Prepare for negotiations; • Conduct negotiations; • Conclude negotiations; and • Evaluate negotiations.
	252210	Handle a range of customer complaints	4	4	<ul style="list-style-type: none"> • Identifying customer's problem. • Committing to solving the customer complaint. • Arranging correct planning and solution to the customer's problems. • Communicating with all stakeholders. • Providing practical business solutions.
Duration	<i>8 weeks divided into, Class attendance, assignments, PoE Building and formative & Summative assessment</i>				
Business	120476	Adhere to professional conduct and organizational	5	4	<ul style="list-style-type: none"> • Demonstrate understanding of the culture of the

<p>act honestly and with reasonable care and diligence in undertaking their role and business. damage to their council.</p>					<ul style="list-style-type: none"> • Demonstrate the ability to use physical techniques in order to execute functions.
	2522042	<p>Apply the principles of ethics to improve organizational culture</p>	5	5	<ul style="list-style-type: none"> • Demonstrating understanding of the relationship between values, ethics and organizational culture and its impact on achieving goals and objectives. • Applying the concept of corporate ethics to a unit. • Analyzing the unit in relation to the principles of corporate ethics. • Formulating recommendations for promoting organizational values, the code of conduct and ethical practices within a unit and entity.
	243263	<p>Demonstrate knowledge and understanding of anti-corruption issues in a public sector</p>	4	5	<ul style="list-style-type: none"> • Explaining corruption and its manifestations in the Public Sector. • Discussing governance structures that support anti corruption initiatives in the Public Sector. • Analyzing the anti-corruption strategy and procedures in a selected Public Sector Department. • Analyzing current events/issues that relate to corruption in the Public

					<ul style="list-style-type: none"> • Explaining the basic activities involved in the management process, i.e. decision making, communicating, controlling, disciplining, motivating, coordinating, evaluating and delegating. • Identifying and explaining the main tasks required of managers. • Applying the decision making process to make a management decision. • Analyzing the application of the general management functions in a selected organization.
Duration	5 Weeks <i>divided into, Class attendance, assignments, PoE Building and formative & Summative assessment,</i>				
Performance Management Purpose To provide a candidate with skills and knowledge that encompasses activities such as joint goal setting, continuous progress review and frequent communication, feedback and coaching for improved performance,	252034	Monitor and evaluate team members against performance standards	5	8	<ul style="list-style-type: none"> • Formulating performance standards for team members in a unit. • Establishing systems for monitoring performance of team members. • Preparing for a performance review of a team member. • Conducting performance review interview.
	252043	Manage a diverse work force to add value	5	6	<ul style="list-style-type: none"> • Demonstrating knowledge and understanding of

					<ul style="list-style-type: none"> • Managing team members taking into account similarities and differences. • Dealing with disagreements and conflicts arising from diversity in a unit.
<p>Essential Business Communication</p> <p>Purpose</p> <p>Provide Skill and knowledge that would enable the candidate to be able to facilitate communication between the community and the council, including:</p> <p>Read and consider the agenda and reports before meetings and be able to constructively take part in debates.</p>	119469	Read/View, analyze and respond to a variety of texts	4	5	<ul style="list-style-type: none"> • Critically analyse texts produced for a range of purposes, audiences and contexts • Identify and explain the values, attitudes and assumptions in texts • Evaluate the effects of content, language and style on readers'/viewers' responses in specific texts.
	119465	Write texts for a range of communicative contexts	3	5	<ul style="list-style-type: none"> • <i>Write/sign for a specified audience and purpose</i> • <i>Use language structures and features to produce coherent and cohesive texts for a wide range of contexts</i> • <i>Draft own writing/signing and edit to improve clarity and correctness</i>
	12433	Use communication techniques effectively	5	8	<ul style="list-style-type: none"> • <i>Communicate at work</i> • <i>Collect and use information</i> • <i>Communicate with clients</i> • <i>Compile</i>

					<i>an assertive manner with clients and fellow workers</i>
	11002 3	Present information in report format	4	6	<ul style="list-style-type: none"> • Relating the purpose, content, form, frequency and recipients of a range of reports to the information needs of a selected business • Identifying information sources and organizational procedures for obtaining and distributing information relevant to a selected business function. • Compiling reports related to a selected business function, ensuring content and format are appropriate to information requirements and that reporting deadlines are met • Liaising with relevant parties and verifying that reported information is in accordance with requirements and purpose of the report.
Duration		8 Weeks <i>divided into, Class attendance, assignments, PoE Building and formative & Summative assessment,</i>			
Public Finance Systems Purpose To provide skills and	11739 2	Conduct a range of audits	5	6	<ul style="list-style-type: none"> • Be able to contribute to the planning and conducting of an audit assignment,

<p>performance planning and budgeting in departments, constitutional institutions and public entities.</p>	<p>11407 3</p>	<p>Apply basic procedures to PFMA Principles</p>	<p>0</p>	<p>0</p>	<ul style="list-style-type: none"> • Demonstrate an understanding of the PFMA. • Apply rules and regulations to administration of office finance. • Explain the elements of income and expenditure statement. • Assist in planning and preparing a budget for own section.
<p>Duration</p>	<p>3 weeks <i>divided into, Class attendance, assignments, PoE Building and formative & Summative assessment,</i></p>				
<p>Project Management Essentials Purpose To provide the candidates with the knowledge and skills to plan, co-ordinate and control the complex and diverse activities of modern community and business projects, to foresee or predict as many risks as possible; and to plan, organise and control activities so that the project is completed as successfully as possible in spite of all the risks.</p>	<p>25202 2</p>	<p>Develop, Implement and Evaluate a Project plan</p>	<p>5</p>	<p>8</p>	<ul style="list-style-type: none"> • Selecting a work-based project for a unit. • Scoping a work-based project for a unit. • Developing a project plan. • Developing tools to measure key performance parameters. • Implementing the plan and evaluate project progress.
	<p>15234</p>	<p>Apply efficient time management to the work of a department/division/section</p>	<p>5</p>	<p>4</p>	<ul style="list-style-type: none"> • Identifying time management profiles • Understanding the principles of time management • Drawing up time efficient work plans to carry out department/division/section work functions • Implementing time efficient work plans.
<p>Duration</p>	<p>2 Weeks <i>divided into, Class attendance, assignments, PoE Building and formative & Summative assessment,</i></p>				