**Public Participation In Local Governemnt**

SAQA US ID 242860 NQF level: 3 Credits: 4

SAQA US ID 113955 NQF level: 3 Credits: 4

SAQA US ID 123436 NQF level: 3 Credits: 7

SAQA US ID 242893 NQF level: 2 Credits: 6

**EXCELLENT SERVICE DELIVERY IN THE PUBLIC SECTOR THROUGH BATHO PELE**

**INTRODUCTION**

This skills programme has been designed to provide you with the knowledge, skills and attitudes to achieve the ideals of good governance and to provide an excellent service to all customers.

This programme is aligned to the following Unit Standard:

* Apply the Batho Pele principles to own work role and context (NLRD 242860).
* SAQA US ID 113955 NQF level: 3 Credits: 4
* SAQA US ID 123436 NQF level: 3 Credits: 7
* SAQA US ID 242893 NQF level: 2 Credits: 6

**PROGRAMME OUTCOMES**

On completion of this learning programme, learners will be able to:

* Explain how the Batho Pele principles apply to own work roles.
* Explain how the application of Batho Pele principles determines the way in which work is done.
* Identify and describe successful examples of application of Batho Pele principles in a public sector context.
* Explain why the Batho Pele principles are so important to government and effective service delivery in South Africa and own organisation.

**PROGRAMME OUTLINE**

**Learning Unit 1: The application of Batho Pele in the Public Sector**

* Introduction to Batho Pele in the Public Sector.
* Batho Pele and legislation.
* Batho Pele principles applied to work role.
* Application of Batho Pele in the work place.

**Learning Unit 2: The implementation of Batho Pele and its effect on service delivery in the Public Sector**

* How are we going to get Batho Pele implemented as part of our organisational culture?
* Why do we need Batho Pele and excellent service delivery?

**METHODOLOGY**

**Duration:**

3 Days contact session, combined with practical workplace experience.

**Formative Assessment:**

Classroom activities will be assessed and feedback will be given by the facilitator of learning. An Essential Embedded Knowledge Questionnaire will also be completed as part of the Portfolio of Evidence.

**Summative Assessment:**

In order to be awarded credits in terms of the Unit Standard to which the programme is aligned, learners will be required to submit a Portfolio of Evidence that will be assessed by a registered assessor.

**TARGET GROUP**

* All employees.
* Department/Organisation Managers.

**BENEFITS**

* Excellent service delivery on all levels.
* Improved competence and motivation of workforce.
* Meeting of national requirements for service delivery in the public sector.