

***Municipal Management Development Programmes for Western Cape  
Government at Kromme Rhee***

**2015**

**Municipal Workplace Practical Computer,  
Research & Writing Skills**

(Part B of MMDP NQF Level 7)

***24-credit HEQF (2007) level seven course***

**Course Outline**

**07 July to 07 August 2015**

Contact sessions at Kromme Rhee 07 to 08 July; 3 & 06 to 07 August 2015

**Link to online registration: Foundational theories & practices of management in a municipality:**

<http://apps.sun.ac.za/SCD/ApplicationForm.aspx?offeringid=53c9471c-ebd1-e411-bfdd-0050568000ff>

This Municipal Workplace Practical Computer, Research & Writing Skills (Part B of MMDP NQF Level 7) course is complementary to Foundational Theories and Practices of Management in a Municipality (Part A of Municipal Management Development Programme NQF Level 7, 36 credits)



## 1. INTRODUCTION

Service delivery, and mostly failures in service delivery, currently receive widespread publicity. It is a reality that to overcome the many contemporary challenges of public service delivery, a high degree of management sophistication is required.

The executive programme and products of the School of Public Leadership are the result of knowledge from rigorous research on contemporary issues and international best practices. This research is done by specialists in the sector with the highest academic qualifications combined with practitioner backgrounds. All facilitators / researchers are permanent or extraordinary academic appointees of Stellenbosch University and all products are fully quality controlled and accredited as determined by the University and the Higher Education Qualification Committee.

The products are the only sector-specific accredited products of Stellenbosch University with articulation to advanced degrees in public and development management, i.e. they either provide avenues of access to, or credit for modules of the advanced degrees (conditions apply).

Besides stand-alone courses that are accredited modules or part of modules of various degree programmes, we also offer a range and progression of sector-specific management development programmes, including the Municipal Management Development Programme (60 credits on NQF Level 7) of which this course on municipal workplace practical computer, research and writing skills contributes 24 credits.

## 2. TITLE OF THE COURSE

**Municipal Workplace Practical Computer, Research and Writing Skills  
(Part B of Municipal Management Development Programme NQF Level 7)**

## 3. COURSE OBJECTIVES AND OUTCOMES

The objective is to equip participants with workplace practical computer, research and writing skills and the ability to use it in a municipal setting. The intended outcomes are:

- Individually proven ability to use relevant word-processing, spreadsheet applications and presentation applications.
- Individually proven ability to apply relevant research methodologies and writing guidelines to given problem situations in need of finding solutions.
- The individual ability to apply practical computer, research and writing skills in the workplace and to appropriately communicate problems, problem analysis and solution finding processes to stakeholders.

Successful completion of this programme also provides participants who are in possession of tertiary qualifications other than qualifications with NQF Level 7 Public Management / Public Administration content, with the opportunity to gain access into the formal honours degree Programme in Public and Development Management at Stellenbosch University.

## 4. ASSESSMENT CRITERIA AND METHODS

After attending this course, participants should be able to fulfil the following assessment criteria through the indicated methods of assessment:

**Assessment criteria:**

Each participant must, through the assessments, provide proof that he / she has acquired a satisfactory level of competence in the workplace applications and the ability to explain how these competencies will enhance the work of the manager in a work setting. For purposes of acquiring the certificate, the average of all assessments must be a minimum of 50% and for admission to the honours programme, a minimum of 50% is required together with the other admission requirements as set out in the admission policies of the University.

**Assessment methods:**

Computer applications as well as research and writing applications will each be assessed by means of a one hour individual paper. In the case of computer skills it will be open book and for research methodology and writing skills closed book. Class exercises, small group work and / or other forms of smaller assessments relating to communication relevant for “virtual” students may also contribute a maximum of 20 percent towards final marks.

**5. THEMES & FACILITATORS**

The following themes are covered:

**Course outline and orientation: Adele Burger.** Introduction and background; Course objectives and outcomes; Assessment criteria and methods; Themes and facilitators; Schedule; References.

**Research methodology & report writing: Adele Burger**

**Computer Software Applications – Word processing; Data analysis by means of spreadsheet applications, communication by means of presentation applications: Naomi Burger**

**6. SCHEDULE**

Please note that the time slots and order of themes may be scheduled in different order for different courses. The skills may also be acquired by means of self-study. The assessments are however written on the scheduled times at Kromme Rhee.



<b>Date</b>	<b>08:30 - 10:30</b>		<b>11:00 - 13:00</b>	<b>13:45 - 16:00</b>	<b>Part</b>
08 June 2015	Welcome & Orientation		Development	Development	<b>A</b>
09 June 2015	Participatory Governance		Participatory Governance	Participatory Governance	<b>A</b>
10 June 2015	Public Management		Public Management	Public Management	<b>A</b>
11 June 2015	Municipal Management		Municipal Management	Municipal Management	<b>A</b>
12 June 2015	Developmental LG		Developmental LG	Departure	<b>A</b>
<b>Date</b>	<b>08:30 - 10:30</b>		<b>11:00 - 13:00</b>	<b>13:45 - 16:00</b>	
06 July 2015	Closed Book Invigilated Individual Theory Assessment Development & Public Management		Political Governance Theory	Public Governance Theory	<b>A</b>
07 July 2015	Computer Software Applications		Computer Software Applications	Computer Software Applications	<b>B</b>
08 July 2015	Computer Software Applications		Computer Software Applications	Computer Software Applications	<b>B</b>
09 July 2015	Public Policy		Public Policy	Public Policy	<b>A</b>
10 July 2015	Public Value Theory		Public Value Theory	Departure	<b>A</b>
<b>Date</b>	<b>08:30 - 10:30</b>		<b>11:00 - 13:00</b>	<b>13:45 - 16:00</b>	
03 August 2015	Closed Book Invigilated Individual Public Policy Theory Assessment <b>PART A</b>	Invigilated Individual Computer Software Applications Assessment <b>PART B</b>	Governance innovation, strategy & performance based on Public Value Theory & Creative Design Thinking	Governance innovation, strategy & performance based on Public Value Theory & Creative Design Thinking	<b>A</b>
04 August 2015	Governance innovation, strategy & performance based on Public Value Theory & Creative Design Thinking		Service delivery implementation by means of resource and project management	Service delivery implementation by means of resource and project management	<b>A</b>
05 August 2015	Service delivery implementation by means of resource and project management		Research Methodology & Report Writing	Research Methodology & Report Writing	<b>A</b>
06 August 2015	Research Methodology & Report Writing		Research Methodology & Report Writing	Research Methodology & Report Writing	<b>B</b>
07 August 2015	Research Methodology & Report Writing		Research Methodology & Report Writing Assessment	Departure	<b>B</b>
07 September 2015	<b>Online submission of narrative assignment by 12:00 noon.</b>				<b>A</b>



## REFERENCES

### Prescribed:

Course readers compiled and provided either in hard copy or electronic format. Stellenbosch: School of Public Leadership.

### Supplementary sources:

Conner, N. & MacDonald, M. 2010. *Office 2010 the missing manual*. 1<sup>st</sup> edition, California: O'Reilly Media, Inc.

MacDonald, M. 2010 *Excel 2010. The missing manual*. 1<sup>st</sup> edition, California: O'Reilly Media, Inc.

Lourens, A. & Bedeker, L. 2007. *Scientific Writing Skills. Guidelines for writing Theses and Dissertations*. Stellenbosch: Sun Press.

Mouton, J. 2001. *How to succeed in your Master's and Doctoral Studies. A South African Guide and Resource Book*. Pretoria: Van Schaik Publishers.

Powell, S.G. & Baker, K.R. 2010. *Management Science: The Art of Modeling with Spreadsheets*. 3<sup>rd</sup> Edition, New Jersey: John Wiley & Sons

Walkenbach, J. 2010. *Excel 2010 Formulas*. New Jersey: Wiley Publishing, Inc.

Walkenbach, J. 2010. *Microsoft Excel 2010*. New Jersey: Wiley Publishing, Inc.