



SOUTH AFRICAN QUALIFICATIONS AUTHORITY (SAQA)

In accordance with regulation 24(c) of the National Standards Bodies Regulations of 28 March 1998, the Standards Generating Body (SGB) for

Sovereignty of the State

Registered by NSB 08, Law, Military Science and Security, publishes the following qualifications and unit standards for public comment.

This notice contains the titles, fields, sub-fields, NQF levels, credits, and purpose of the qualification and unit standards upon which qualifications are based. The full qualification and unit standards can be accessed via the SAQA web-site at www.saga.org.za. Copies may also be obtained from the Directorate of Standards Setting and Development at the SAQA offices, Hatfield Forum West, 1067 Arcadia Street, Hatfield, Pretoria.

Comment on the unit standards should reach SAQA at the address *below and no later than 5 April 2004*. All correspondence should be marked **Standards Setting – Sovereignty of the State** and addressed to

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SOUTH AFRICAN QUALIFICATIONS AUTHORITY



TITLE: Advanced Certificate in Mission Administration

LEVEL: 6

CREDITS: 120

FIELD: Law, Military Science and Security

SUBFIELD: Sovereignty of the State

ISSUE DATE:

REVIEW DATE:

RATIONALE FOR THE QUALIFICATION

Administration is essential to the effective functioning of a country's missions abroad. Whilst South African diplomats represent the government in various host countries, their work is dependent on the existence of a competent support staff that ensures the smooth functioning of the missions. The Advanced Certificate in Mission Administration is designed to qualify learners to coordinate and manage the administration of a mission office thus ensuring that the particular mission is well organized to carry out its representative function in a host country. The qualification however goes beyond merely equipping learners with managerial skills, it provides learners with in depth understanding of what diplomacy entails that will ensure that they are equipped to project a positive image of South Africa.

PURPOSE OF THE QUALIFICATION:

The Advanced Certificate in Mission Administration is intended to provide qualifying learners with skills that will enable them to be competent administrators in diplomatic mission offices.

The qualification will:

- Facilitate the training and development of administrators in foreign missions
- Respond to the need for greater competence in diplomatic missions.
- Improve the image of South Africa abroad.
- Contribute to skills development and the re-skilling of the workforce.

ACCESS TO THE QUALIFICATION:

The minimum requirement for access to the National Certificate in Advanced Mission Administration is a level 5 qualification on the NQF or equivalent.

LEARNING ASSUMED TO BE IN PLACE

Persons wishing to pursue this qualification are assumed to have:

- NQF Level 5 competence in Communication.
- Good general knowledge of current affairs.
- Excellent knowledge of the South African situation.
- Fair knowledge of other countries.

EXIT LEVEL OUTCOMES AND ASSESSMENT CRITERIA

1. Administer and manage the diplomatic missions' offices.
 - The administration and management of the mission office meets the requirements of protocols and foreign service standards.
2. Communicate effectively in a foreign mission's office context.
 - Information is communicated and interpreted reliably and accurately in a diplomatic context.
3. Demonstrate knowledge of diplomacy and international law.
 - A broad knowledge of diplomacy and international law to enable the practice of diplomacy is demonstrated.
4. Perform and manage the practical aspects of agency and consular work.
 - Agency and consular work is performed within the ambit of the Department of Foreign Affairs regulations.
5. Demonstrate an understanding of the historical, social, political and economic realities of South Africa in a global context.
 - A broad understanding of the historical, social, political and economic realities of South Africa to enable the practice of diplomacy is demonstrated

INTERGRATED ASSESSMENT:

Ongoing formative assessment is required so that learners are given feedback on their progress in the achievement of specific learning outcomes. Summative assessment is concerned with the judgement of the learning in relation to the exit-level outcomes of the qualification, which test the learners' ability to integrate a large body of knowledge, skills and attitudes. Integrated assessments must be designed to achieve the following:

- an integration of the achievement of exit-level outcomes in a way which demonstrates a 'deep' approach to learning and shows that the purpose of the qualification as a whole has been achieved;
- judgement of learner performance that can provide evidence of applied competence or capability;
- an emphasis on criterion-referenced assessment which is more transparent to the learners and which is capable of being applied to the recognition of prior learning.

NOTES TO ASSESSORS:

The assessment of learners against this standard should meet the requirements of established principles, such as validity, reliability, and fairness.

It will be necessary to develop assessment activities and tools that are appropriate to the workplace. These activities and tools may include an appropriate combination of self-assessment and peer assessment; formative and summative; portfolios and observations, etc.

The **specific outcomes** listed in the relevant unit standards must be assessed against the criteria indicated through observation of performance, e.g. submitting a learner profile to a assessment panel. Supporting evidence should be used to prove competence of specific outcomes *only* when they are not clearly seen in the actual performance.

Evidence of the specified **critical cross-field outcomes** should be found both in performance (e.g. working in a project team) and in the essential embedded knowledge (collecting, organizing and evaluating information)

RECOGNITION OF PRIOR LEARNING

This qualification may be obtained through the recognition of relevant prior learning and/or experience. For the purpose of accrediting prior learning, providers are required to develop structured means for the assessment of individual candidates on a case-by-case basis. Such procedures and the assessment of individual candidates must be subject to moderation.

CRITERIA FOR THE REGISTRATION OF ASSESSORS

Anyone assessing a learner against this qualification must have an NQF level 7 qualification or equivalent in his or her main academic field(s) or expertise and applicable prior or concurrent experience as a Higher Education and Training practitioner.

Anyone assessing a learner against this qualification must be registered as an assessor with the relevant ETQA.

INTERNATIONAL COMPARABILITY

The Advanced Certificate in Mission Administration addresses the competencies needed by the administrative personnel functioning in missions. This qualification is particular to the needs of South African personnel, the certificate builds capacity and adds specific knowledge required in a diplomatic context.

No international equivalent to this qualification was found. A study of a number of programmes conducted by the SGB through contacts with selected embassies stationed in South Africa found that most countries tailor-make programmes to focus on specific areas and such programmes normally last between two to seven days. Possible reasons for this include:

- Diplomatic training is restricted to technical rather than academic training. Most mission administrators are usually graduates with a management specialization.
- Courses for diplomatic staff are often short courses and workshops which do not count towards formal qualifications

A survey of programmes offered by the SADC countries (Swaziland, Botswana, Zimbabwe and Namibia) indicated that the unit standards in this qualification reflect at a preliminary level the knowledge, understanding, skills and value orientations covered in such programmes although perspectives differ from country to country.

ARTICULATION POSSIBILITIES

On qualifying the learner will be able to proceed on to the Bachelors degree in Administration or any degree in Human Resource Management. Vertically the qualification articulates with other Advanced Certificates in the fields of administration and Human Resource Management

MODERATION OPTIONS

Accredited providers should establish or refine moderation procedures and systems in line with the requirements of the relevant ETQA.

One or more external moderators should moderate results of assessment. External moderators should provide reports not only on the fairness and consistency of assessment, but also on the validity of the assessment design in terms of the specified outcomes.

CRITICAL CROSS FIELD OUTCOMES

This qualification addresses the following critical cross-field outcomes. The way in which the critical cross-field outcomes are addressed is presented in detail in the unit standards.

- identifying and solving problems in which responses display that responsible decisions using critical and creative thinking have been made
- working effectively with others as a member of a team, group, organisation, or community
- organizing and managing oneself and one's activities responsibly and effectively
- collecting, analysing, organizing and critically evaluating information
- communicating effectively using visual, mathematical and/or language skills in the modes of oral and/or written persuasion
- using science and technology effectively and critically, showing responsibility towards the environment and health of others
- demonstrating an understanding of the world as a set of related systems by recognizing that problem-solving contexts do not exist in isolation.

**ADVANCED CERTIFICATE IN MISSION ADMINISTRATION
QUALIFICATION MATRIX NQF LEVEL 6**

NO	UNIT STANDARD TITLE	LEVEL	CREDITS
	FUNDAMENTAL UNIT STANDARDS		
	Communicate effectively in agency and consular work	6	8
	Access information for presentations and diplomatic applications.	6	5
	Practice effective teamwork in agency administration.	5	5
	Uphold ethical professional conduct in agency administration. (Batho Pele)	6	3
	Manage Health, Safety and security in a mission.	5	3
			24
	CORE UNIT STANDARDS		
	Differentiate between the role and function of the DFA and the Department of Home Affairs	6	3
	Explain South Africa's key domestic policies.	6	5
	Interpret South Africa's foreign policy.	6	8
	Demonstrate an understanding of International Law in a diplomatic context.	6	5
	Explain Xenophobia and Racism in diplomatic context.	6	4
	Evaluate South Africa's economic policies.	6	5
	Manage the mission's Communications Systems	6	12
	Maintain the security of the communications systems in a mission.	6	4
	Manage the administration of the mission office	6	12
	Provide consular and agency services	6	10
	Provide administrative support for South African promotions abroad.	6	5
	Manage the finances of the mission.	6	8
	Manage human resources in a mission	6	5
			86
	ELECTIVE UNIT STANDARDS		
	Develop negotiation and conflict management skills in diplomatic context	7	10
	Maintain confidentiality in diplomatic practice	7	5
	Manage time productively	7	2
			10
		Total	120

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

Established in terms of Act 58 of 1995

TITLE: National Certificate in Mission Administration

LEVEL: 5

CREDITS: 129

FIELD: Law, Military Science and Security

SUBFIELD: Sovereignty of the State

ISSUE DATE:

REVIEW DATE:

RATIONALE FOR THE QUALIFICATION:

Administration is essential to the effective functioning of a country's missions abroad. Whilst South African diplomats represent the government in various host countries, their work is dependent on the existence of a competent support staff that ensures the smooth functioning of the missions. The National Certificate in Mission Administration is designed to qualify learners to coordinate and manage the administration of a mission office thus ensuring that the particular mission is well organized to carry out its representative function in a host country.

PURPOSE OF THE QUALIFICATION:

The National Certificate in Mission Administration is intended to provide qualifying learners with skills that will enable them to be competent administrative assistants in diplomatic missions.

The qualification will:

- Facilitate the training and development of administrative assistants in the diplomatic context.
- Respond to the need for greater competence in diplomatic missions.

- Contribute to skills development and the re-skilling of the workforce.

ACCESS TO THE QUALIFICATION:

The minimum requirement for access to the National Certificate in Mission Administration is a level 4 qualification on the NQF or its equivalent.

LEARNING ASSUMED TO BE IN PLACE

Persons wishing to pursue this qualification are assumed to have:

- NQF level 4 competence in Communication.
- Good general knowledge of current affairs.
- Excellent knowledge of the South African situation.
- Fair knowledge of other countries.

EXIT LEVEL OUTCOMES AND ASSESSMENT CRITERIA:

1. Administer and assist in the management of diplomatic missions' offices.
 - Administrative assistance is rendered in accordance with the mission office's protocols and standards
2. Communicate effectively in a foreign missions' office context.
 - Information is communicated and interpreted reliably and accurately
3. Perform and assist in practical aspects of agency and consular work.
 - Agency and consular work is performed in accordance with the mission office's protocols and standards
4. Demonstrate an understanding of the historical, social, political and economic realities of South Africa in a global context.
 - A broad understanding of the historical, social, political and economic realities of South Africa is demonstrated

INTEGRATED ASSESSMENT:

Ongoing formative assessment is required so that learners are given feedback on their progress in the achievement of specific learning outcomes. Summative assessment is concerned with the judgement of the learning in relation to the exit-level outcomes of the qualification, which test the learners' ability to integrate a large body of knowledge, skills and attitudes. Integrated assessments must be designed to achieve the following:

- an integration of the achievement of exit-level outcomes in a way which demonstrates a 'deep' approach to learning and shows that the purpose of the qualification as a whole has been achieved;
- judgement of learner performance that can provide evidence of applied competence or capability;
- an emphasis on criterion-referenced assessment which is more transparent to the learners and which is capable of being applied to the recognition of prior learning.

NOTES TO ASSESSORS

The assessment of learners against this standard should meet the requirements of established principles, such as validity, reliability, and fairness.

It will be necessary to develop assessment activities and tools that are appropriate to the workplace. These activities and tools may include an appropriate combination of self-assessment and peer assessment; formative and summative; portfolios and observations, etc.

The **specific outcomes** listed in the relevant unit standards must be assessed against the criteria indicated through observation of performance, e.g. submitting a learner profile to a assessment panel. Supporting evidence should be used to prove competence of specific outcomes *only* when they are not clearly seen in the actual performance.

Evidence of the specified **critical cross-field outcomes** should be found both in performance (e.g. working in a project team) and in the essential embedded knowledge (collecting, organizing and evaluating information)

CRITERIA FOR THE REGISTRATION OF ASSESSORS

Anyone assessing a learner against this qualification must have a level 6 qualification in Diplomacy.

Anyone assessing a learner against this qualification must be registered as an assessor with the relevant ETQA.

RECOGNITION OF PRIOR LEARNING

This qualification may be obtained through the recognition of relevant prior learning and/or experience. For the purpose of accrediting prior learning, providers are required to develop structured means for the assessment of individual candidates on a case-by-case basis. Such procedures and the assessment of individual candidates must be subject to moderation.

INTERNATIONAL COMPARABILITY

The National Certificate in Mission Administration addresses the competencies needed by the administrative personnel functioning in missions. This qualification is particular to the needs of the South African personnel, the certificate builds capacity and adds specific knowledge required in a diplomatic context.

No international equivalent to this qualification was found. A study of a number of programmes conducted by the SGB through contacts with selected embassies stationed in South Africa found that most countries tailor-make programmes to focus on specific areas and such programmes normally last between two to seven days. Possible reasons for this include:

- Diplomatic training is restricted to technical rather than academic training. Most mission administrators usually have qualifications with a management specialization.
- Courses for diplomatic staff are often short courses and workshops which do not count towards formal qualifications

A survey of programmes offered by the SADC countries (Swaziland, Botswana, Zimbabwe and Namibia) indicated that the unit standards in this qualification reflect at a preliminary level the knowledge, understanding, skills and value orientations covered in such programmes although perspectives differ from country to country.

ARTICULATION POSSIBILITIES

On qualifying, the learner will be able to proceed on to the Advanced Certificate in Mission Administration. (NQF Level 6). The learner could change to another pathway in HR management or general administration options.

MODERATION OPTIONS

Accredited providers should establish or refine moderation procedures and systems in line with the requirements of the relevant ETQA.

One or more external moderators should moderate results of assessment. External moderators should provide reports not only on the fairness and consistency of assessment, but also on the validity of the assessment design in terms of the specified outcomes.

CRITICAL CROSS FIELD OUTCOMES

This qualification addresses the following critical cross-field outcomes. The way in which the critical cross-field outcomes are addressed is presented in detail in the unit standards.

- identifying and solving problems in which responses display that responsible decisions using critical and creative thinking have been made
- working effectively with others as a member of a team, group, organisation, or community
- organizing and managing oneself and one's activities responsibly and effectively
- collecting, analysing, organizing and critically evaluating information
- communicating effectively using visual, mathematical and/or language skills in the modes of oral and/or written persuasion
- using science and technology effectively and critically, showing responsibility towards the environment and health of others
- demonstrating an understanding of the world as a set of related systems by recognizing that problem-solving contexts do not exist in isolation.

**QUALIFICATION MATRIX NATIONAL CERTIFICATE IN MISSION
ADMINISTRATION- NQF LEVEL 5**

NO	UNIT STANDARD TITLE	LEVEL	CREDITS
	FUNDAMENTAL UNITS		
	Read and Respond to a variety of diplomatic texts	5	15
	Access information for presentations and diplomatic applications.	5	5
	Protect the confidentiality of mission activities and information.	5	4
	Demonstrate appropriate life skills and ethical conduct	5	8
	Implement basic safety procedures in emergencies	5	3
			35
	CORE UNIT STANDARDS		
	Define democracy and explain the structure, role and functions of the Departments of Foreign Home Affairs	5	3
	Demonstrate foundational knowledge of international law and economic diplomacy	5	5
	Demonstrate an understanding of the historical, political, social and economic realities of South Africa.	5	10
	Explain South Africa's role in Africa and the SADC countries.	5	3
	Operate the mission's technological Communication Systems	5	20
	Perform the general administration of the mission office	5	10
	Assist in administration of agency and consular services.	5	8
	Know and apply diplomatic protocols and etiquette	5	8
	Apply basic financial procedures to PFMA principles.	5	3
			70
	ELECTIVES (Determined by specific group needs)		
	Know and use a foreign language(s) (Choose language of target countries)	4	20
8561	Function in a team	4	4
15096	Demonstrate an understanding of stress in order to apply strategies to achieve optimal stress levels in personal and work situations	5	5

13918	Manage time and the work process in a business environment	3	4
			24
		Total	129