

No. 1116

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**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

Diplomacy, Protocol and Foreign Affairs Assist

registered by Organising Field 08 – Law, Military Science and Security, publishes the following Qualification 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. The full Qualification and Unit Standards can be accessed via the SAQA web-site at www.saqa.org.za. Copies may also be obtained from the Directorate of Standards Setting and Development at the SAQA offices, SAQA House, 1067 Arcadia Street, Hatfield, Pretoria.

Comment on the Qualification and Unit Standards should reach SAQA at the address below and **no later than 17 October 2008**. All correspondence should be marked **Standards Setting – SGB for Diplomacy, Protocol and Foreign Affairs Assist** and addressed to

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SOUTH AFRICAN QUALIFICATIONS AUTHORITY

QUALIFICATION:
National Certificate: Mission Administration

SAQA QUAL ID	QUALIFICATION TITLE		
64330	National Certificate: Mission Administration		
ORIGINATOR		PROVIDER	
SGB Diplomacy, Protocol and Foreign Affairs Assist			
QUALIFICATION TYPE	FIELD	SUBFIELD	
National Certificate	8 - Law, Military Science and Security	Sovereignty of the State	
ABET BAND	MINIMUM CREDITS	NQF LEVEL	QUAL CLASS
Undefined	154	Level 6	Regular-Unit Stds Based

This qualification replaces:

Qual ID	Qualification Title	NQF Level	Min Credits	Replacement Status
48762	Advanced Certificate: Mission Administration	Level 6	121	Will occur as soon as 64330 is registered

PURPOSE AND RATIONALE OF THE QUALIFICATION

Purpose:

This qualification is intended for Corporate Service Managers at missions abroad. The qualification is intended to provide qualifying learners with skills that will enable them to be competent administrators in diplomatic missions.

Qualifying learners will be able to:

- > Provide corporate and financial management of a mission.
- > Manage mission assets, ICT systems and security.
- > Manage mission staff.
- > Manage mission administration.
- > Manage consular services.
- > Analyse the department's business and strategic objectives.

Rationale:

The qualification is needed to ensure a high standard of service delivery at missions. Administration is essential to the effective functioning of a country's missions. 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. This qualification will help learners develop the skills that will enable them to provide corporate management services thus ensuring that the particular mission is well organised and resourced 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 South Africa's domestic and foreign policies and the purpose and nature of foreign missions, enabling them to project a positive image of South Africa.

RECOGNIZE PREVIOUS LEARNING?

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LEARNING ASSUMED IN PLACE

Persons wishing to pursue this qualification are assumed to have:

- > Sufficient knowledge of English to enable them to cope with the studies.
- > General knowledge of current affairs.
- > Knowledge of the South African situation.
- > Fair knowledge of other countries.

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.

QUALIFICATION RULES**Fundamental:**

- > Learners must achieve all 13 credits in the Fundamental category.

Core:

- > Learners must achieve all 137 credits in the Core category.

Elective:

- > Learners must achieve at least 4 credits from the unit standards identified in the Elective category.

EXIT LEVEL OUTCOMES

1. Provide corporate and financial management of a mission.
2. Manage mission assets, Information Communication Technology (ICT) systems and security.
3. Manage mission staff.
4. Manage mission administration.
5. Manage consular services.
6. Analyse the department's business and strategic objectives.

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, particularly in relation to the challenges faced in managing a mission and promoting a positive image of South Africa abroad.
- > Working effectively with others as a member of a team, group, organisation, or community in the course of mission management and duties associated with representing South Africa abroad.
- > Organising and managing oneself and one's activities responsibly and effectively so as to ensure mission administration is always accurate, complete and up to date.

- > Collecting, analysing, organising and critically evaluating information that will serve the purposes of achieving mission objectives.
- > Communicating effectively using visual, mathematical and/or language skills in the modes of oral and/or written persuasion with mission staff and people in the host country.
- > 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, particularly in relation to the interplay between SA Foreign Policy and international relations.

ASSOCIATED ASSESSMENT CRITERIA

Associated Assessment Criteria for Exit Level Outcome 1:

- 1.1 Mission is managed in accordance with PFMA principles and government financial budgeting cycles.
- 1.2 Management oversight ensures the proper establishment of accounting systems and internal control mechanisms.
- 1.3 Analysis of the income and expenditure statement is carried out to ensure control over mission revenue and budget.
- 1.4 Analysis of the budget provides a clear picture of the forecasted and actual financial status of the mission.
- 1.5 Financial decisions promote mission objectives and are in line with corporate governance principles.
- 1.6 Corporate direction is provided to the mission in keeping with departmental objectives.

Associated Assessment Criteria for Exit Level Outcome 2:

- 2.1 Management ensures the safety and security of assets, facilities, communication systems and personnel at a mission.
- 2.2 Control is exercised over state owned properties, rented properties and movable assets in line with departmental requirements.
- 2.3 Control is administered over lease agreements in line with departmental requirements.
- 2.4 Supply chain management tasks are executed and controlled as per Treasury requirements.
- 2.5 Housing of personnel is managed according to departmental requirements.
- 2.6 Management ensures appropriate use and ongoing maintenance of the mission's information communication technology.

Associated Assessment Criteria for Exit Level Outcome 3:

- 3.1 Management efforts are successful in building relations between group members and other role players.
- 3.2 Management efforts are successful in maintaining discipline and promoting team coherence, a positive image and a good working relationship among mission staff.
- 3.3 Team performance in a mission is evaluated against agreed performance standards, and performance discrepancies are addressed through coaching, mentoring and other forms of performance management strategies.
- 3.4 Staff development needs and opportunities are identified and staff development strategies are focused on the identified needs.
- 3.5 The staff is managed in line with labour relations policies within a mission context.

Associated Assessment Criteria for Exit Level Outcome 4:

- 4.1 Service standards of the mission are maintained as per departmental requirements.
- 4.2 Mission documentation is ensured to be available, complete, accurate and up to date.
- 4.3 The receiving and dispatching of diplomatic bags are managed in terms of the Vienna Conventions on Diplomatic and Consular Relations.

4.4 Administrative support is provided effectively for South African events abroad.

Associated Assessment Criteria for Exit Level Outcome 5:

5.1 Distinctions are made between the role and function of the Department of Foreign Affairs and the Department of Home Affairs.

5.2 Explanations are provided regarding the International Conventions and Treaties on Consular relations and optional protocols.

5.3 The delivery of consular services to South Africa citizens abroad meets required service standards as set by the department.

5.4 Supervision of the administration of Immigration and Civic Services ensures their smooth functioning at all times.

5.5 Explanations are provided regarding the purpose and scope of consular assistance that can be provided to South Africans detainees and prisoners.

Associated Assessment Criteria for Exit Level Outcome 6:

6.1 Diplomatic protocols and etiquette are applied as per international conventions.

6.2 Explanations are provided of how the historical, political, social and economic realities of South Africa impact on domestic and foreign policy.

6.3 An analysis is provided of the historical significance of the achievement of democracy in South Africa.

6.4 An analysis is provided of SA's key foreign and domestic policies.

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 judgment of the learning in relation to the exit-level outcomes of the qualification, which assess the learners' ability to integrate a large body of knowledge, skills and attitudes, as defined at outcome level via the associated unit standards. 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.

> Judgment of learner performance which 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.

Wherever possible, the outcomes should be assessed within the context of fieldwork as a direct application of the theories and principles related to managing a mission.

INTERNATIONAL COMPARABILITY

The following countries were selected for comparison due to their renowned excellence in the field of mission administration, as well as the wide variety of contexts and profiles offered through this particular selection:

> Cuba.

> USA.

> Canada.

> Singapore.

In addition, a scan of SADC countries was also carried out to compare practices.