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**SOUTH AFRICAN QUALIFICATIONS AUTHORITY  
REGISTERED UNIT STANDARD:**

**Conduct stakeholder consultation around municipal finance programmes**

SAQA US ID	UNIT STANDARD TITLE		
116348	Conduct stakeholder consultation around municipal finance programmes		
SGB NAME		REGISTERING PROVIDER	
SGB Public Administration and Management			
FIELD		SUBFIELD	
Field 03 - Business, Commerce and Management Studies		Public Administration	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 6	8
REGISTRATION STATUS	REGISTRATION START DATE	REGISTRATION END DATE	SAQA DECISION NUMBER
Registered	2004-10-13	2007-10-13	SAQA 0256/04

**PURPOSE OF THE UNIT STANDARD**

This Unit Standard is intended for people who are, or who seek to be employed in a municipal environment at middle to senior management level. It provides the learner with the competencies to communicate their knowledge of municipal financial management and operating processes to municipality stakeholders and role-players, and through facilitation skills, to secure effective and efficient implementation.

This Unit Standard will enable political executives, strategic executive managers and other role-players to contribute to the development and implementation of municipal financial management programmes.

**LEARNING ASSUMED TO BE IN PLACE AND RECOGNITION OF PRIOR LEARNING**

It is assumed that the learners are competent in:

- Communication at NQF Level 4.

**UNIT STANDARD RANGE**

- Facilitation techniques include audience analysis; gaining participation; questioning techniques; platform skills; sequencing content; using handouts; visual aids; a personal learning log.
- The typical context includes different forms of communication within the office environment and with municipality stakeholders.

**UNIT STANDARD OUTCOME HEADER**

N/A

## **Specific Outcomes and Assessment Criteria:**

### **SPECIFIC OUTCOME 1**

Identify and describe relevant stakeholder and role players in a municipal environment.

### **ASSESSMENT CRITERIA**

#### **ASSESSMENT CRITERION 1**

Key stakeholders of a specified municipality are identified through a stakeholder analysis and described in terms of their particular interest in municipal affairs.

#### **ASSESSMENT CRITERION 2**

Key role-players of a specified service programme are identified through a stakeholder analysis and described in terms of their involvement or potential involvement and interest in the programme.

#### **ASSESSMENT CRITERION 3**

The relationships between stakeholders and role players are mapped to guide the planning process for communication and negotiation on the implementation of municipal financial management programmes.

### **SPECIFIC OUTCOME 2**

Select and apply a range of appropriate negotiation and communication techniques and methods.

### **ASSESSMENT CRITERIA**

#### **ASSESSMENT CRITERION 1**

Various communication and negotiation techniques and methods are identified and explained in terms of their advantages and disadvantages for negotiations on municipal issues.

#### **ASSESSMENT CRITERION 2**

The most appropriate communication and negotiation techniques and methods are selected on the basis of their potential contribution to achieving specific strategic municipal objectives.

#### **ASSESSMENT CRITERION 3**

The selected communication approach is implemented and progress is monitored and reviewed in terms of the strategic plan and the on-going successful implementation of service delivery programmes.

### **SPECIFIC OUTCOME 3**

Assess own application of communication techniques and methods and draw up a plan of action for self-development.

### **ASSESSMENT CRITERIA**

#### **ASSESSMENT CRITERION 1**

Own initial understanding of stakeholders and role players is checked against actual behaviour during communication.

#### **ASSESSMENT CRITERION 2**

Decisions in terms of negotiation techniques are re-considered in the light of their relative success.

#### **ASSESSMENT CRITERION 3**

Feedback on own behaviour in facilitating negotiations is solicited and processed in terms of its value to improved communication and negotiation strategy in future.

#### **ASSESSMENT CRITERION 4**

A plan of action is compiled to improve own negotiation and communication skills by detailing development goals and ways to achieve them.

#### **SPECIFIC OUTCOME 4**

Evaluate the communication process and make recommendations for improved interaction.

#### **ASSESSMENT CRITERIA**

##### **ASSESSMENT CRITERION 1**

The extent to which the expected outcomes of the communication and negotiation process were achieved is recorded using detailed feedback from participants.

##### **ASSESSMENT CRITERION 2**

Factors that contributed in positive ways to the communication process are identified and described in terms of the specific value they added to the process.

##### **ASSESSMENT CRITERION 3**

Factors that hindered the communication negotiation process with stakeholders are identified and described in terms of how they could be changed or their impact minimised.

##### **ASSESSMENT CRITERION 4**

A written report is compiled providing practical recommendations to improve the communication process in future.

#### **UNIT STANDARD ACCREDITATION AND MODERATION OPTIONS**

- An individual wishing to be assessed (including through RPL) against this Unit Standard may apply to an assessment agency, assessor or provider institution accredited by the relevant ETQA, or an ETQA that has a Memorandum of Understanding with the relevant ETQA.
- Anyone assessing a learner against this Unit Standard must be registered as an assessor with the relevant ETQA, or an ETQA that has a Memorandum of Understanding with the relevant ETQA.
- Any institution offering learning that will enable achievement of this Unit Standard or assessing this Unit Standard must be accredited as a provider with the relevant ETQA, or an ETQA that has a Memorandum of Understanding with the relevant ETQA.
- Moderation of assessment will be conducted by the relevant ETQA at its discretion.

#### **UNIT STANDARD ESSENTIAL EMBEDDED KNOWLEDGE**

- Communication and negotiation techniques and methods including issue-based and interest-based.
- Communication resources available in practice, to be deployed (e.g. venues, computers, overhead projectors, tools, time, money etc)
- Stakeholders and role players in the management of municipal finance issues.
- Appropriate negotiation techniques and methods.
- Key principles appropriate to investigating and analysing data so as to present a well-structured argument.

**UNIT STANDARD DEVELOPMENTAL OUTCOME**

N/A

**UNIT STANDARD LINKAGES**

N/A

**Critical Cross-field Outcomes (CCFO):**

**UNIT STANDARD CCFO IDENTIFYING**

Identify and solve problems using critical and creative thinking processes, e.g. by trying to find the most effective and creative methods of communicating with different stakeholder groups.

**UNIT STANDARD CCFO WORKING**

Work effectively with others as a member of a team, group, organization or community, e.g. through choosing methods of communication which encourage team work and maximise participation.

**UNIT STANDARD CCFO ORGANISING**

Organise and manage oneself and one`s activities responsibly and effectively, e.g. through building knowledge of your own communication skills and how you can improve your communication with others.

**UNIT STANDARD CCFO COLLECTING**

Collect, analyse, organise and critically evaluate information, e.g. through researching all possible options and being able to present these in the form of a coherent argument.

**UNIT STANDARD CCFO SCIENCE**

Use Science and technology effectively and critically, showing responsibility to the environment and health of others, e.g. use appropriate computer software for data capturing and document storage purposes.

**UNIT STANDARD CCFO DEMONSTRATING**

Demonstrate an understanding of the world as a set of interrelated systems by recognising that problem-solving contexts do not exist in isolation, e.g. in keeping in mind that the way you can communicate can effect the well being of individuals, communities and the country as a whole.

**UNIT STANDARD CCFO CONTRIBUTING**

Participating as responsible citizens in the life of local, national and global communities, e.g. acting as custodian of ethical behaviour and maintaining a high level of commitment to ensuring that the municipal communication process is implemented in a manner which allows for true community participation in municipal processes.

**UNIT STANDARD ASSESSOR CRITERIA**

N/A

**UNIT STANDARD NOTES**

N/A

**QUALIFICATIONS UTILISING THIS UNIT STANDARD:**

	<b>ID</b>	<b>QUALIFICATION TITLE</b>	<b>LEVEL</b>	<b>STATUS</b>	<b>END DATE</b>
Fundamental	<a href="#">48965</a>	Certificate: Municipal Financial Management	Level 6	Registered	2007-10-13

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