



PROJECT KHAEDU (SERVICE DELIVERY)

PURPOSE

Project Khaedu has been designed to prepare managers for site visits at the coalface of service delivery. “Khaedu” means “challenge” in Tshi-Venda, and Project Khaedu has been designed as an action learning programme to empower managers, through various processes of learning reinforcement and practice, to bring about change within their own area of operational control.

TARGET GROUP

The programme is available to all middle and senior managers in the public sector across national, provincial and local government departments.

MINIMUM REQUIREMENTS FOR ENROLMENT

A senior or middle manager in any sphere of government:

- With at least two years working experience in the public sector;
- Who has been in a decision-making role for at least 2 years;
- Whose highest qualification is at least on National Qualification Framework (NQF) Level 4, which is equivalent to Grade 12.

LEARNING OUTCOMES

This action learning programme consists of two modules of 5 days each:

- Methods and Perspectives

This 5-day action learning training intervention assists managers in building the core skills required to resolve service delivery problems in a systematic and sustainable manner. During this module of interactive engagements, group challenges and reflection are used to enable rapid paced learning.

- **Field Assignment**

During the second 5-day session, managers visit service delivery points where they will be required to apply what they have learnt during the methods and perspectives module.

ACCREDITATION

After the successful completion of the programme, the learner will receive a Certificate of Competence. Project Khaedu is a credit bearing programme and its credits can be used towards achieving the National Certificate: Generic Management (Qualification ID 59201) and Customer Management Learning Programme (Programme ID 60273) at NQF Level 5. Project Khaedu is aligned to the following unit standards:

Unit Standard ID	Title	NQF Level	Credits
15214	Recognise areas in need of change, make recommendations and implement change in the team, department or division	5	3
252026	Apply a systems approach to decision making	5	6

ASSESSMENT APPROACH

This programme follows an integrated assessment approach, comprising:

- Pre-course reading and formative assessments during the methods and perspectives module as well as the field assignment module;
- Summative individual assignment to be completed within the manager's own work environment.

DURATION

This course is presented in two modules of five (5) working days each.