



BUSINESS SOLUTIONS - ESSENTIAL BUSINESS SKILLS

WORKPLACE ESSENTIALS SHORT LEARNING PROGRAMME: BATHO PELE – PUBLIC SERVICE DELIVERY

ALIGNED TO SAQA UNIT STANDARD ID: 242901 - APPLY THE PRINCIPLES OF GOOD CUSTOMER SERVICE TO ACHIEVE PUBLIC SECTOR OBJECTIVES

Duration:
1 DAY PROGRAMME

Do you work in the public sector environment, or do you want to learn more about Batho Pele? If so, then this workshop may be what you are looking for. The Batho Pele (“People First”) principles are aligned to the Constitution and knowing the service you’re entitled to. Government officials are obliged to follow the “Batho Pele” principles which require public servants to be polite, open and transparent and to deliver good service to the public. Revisit, or learn about these principles.

Programme overview:

- Identify customer needs
- Differentiate between good and bad service
- Identify one's role in the service delivery chain
- Implement service delivery improvements that contribute to the achievement of overall public sector objectives
- Demonstrate an ability to deal with difficult customers
- Recognise and apply the principles of Batho Pele in servicing customers

The following are included in the Course Fee:

Tuition, student support and research supervision, any assessments that may be completed	
Meals	
Certificate of attendance	
TOTAL	R 1250.00

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I, (student/payment sponsor), acknowledge that I understand the information stated in this document.

Date: Signature:

This Information Sheet forms part of your enrolment contract

The content of this information sheet is subject to change without notice due to legislation, market requirements or any other reason. ELMI reserves the right to change the programme subject matter without notice.

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