NELSON MANDELA
UNIVERSITY

Faculty of Humanities

RAYMOND MHLABA CENTRE FOR GOVERNANCE AND LEADERSHIP

RESEARCH TECHNIQUES FOR PUBLIC SERVICE

From Data to Decisions: Building Analytical and Evidence-Based Reporting Skills

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RESEARCH TECHNIQUES FOR PUBLIC SERVICE

From Data to Decisions: Building Analytical and Evidence-Based Reporting Skills

The Raymond Mhlaba Centre for Governance and Leadership, housed within the Faculty of Humanities at Nelson Mandela University, is committed to strengthening governance, leadership, public sector capacity, and evidence-based decision-making through research, training, and community engagement.

The Centre is proud to offer the Research Techniques for Public Service Short Learning Programme (SLP), designed to strengthen the analytical and reporting capabilities of public sector officials. The programme responds to common challenges in public institutions, including weak data credibility, poor indicator design, limited analytical interpretation, and reporting practices that fail to support informed decision-making.

COURSE OBJECTIVE

To equip public sector officials with practical research, analytical, and reporting skills that enable them to collect, verify, analyse, interpret, and communicate evidence effectively for planning, accountability, performance improvement, and service delivery.

TARGET PARTICIPANTS

This programme is suitable for:

- Team leaders and supervisors in national, provincial, and local government
- Officials responsible for data collection, analysis, and reporting
- Monitoring and Evaluation (M&E) practitioners
- Administrative and operational staff involved in performance reporting.
- Assistant Directors and junior managers responsible for report compilation and verification

ENTRY REQUIREMENTS

- Minimum Matric qualification
- Two to five years of exposure to reporting, administration, monitoring, evaluation, or related public sector functions

COURSE CONTENT

The course is structured into six integrated modules delivered over three days:

- **DAY 1:** Foundations of Public Sector Research, Data Credibility & Research Ethics
- **DAY 2:** Analytical Thinking, Indicator Design & Evidence Interpretation
- **DAY 3:** Analytical Report Writing & Evidence-to-Action Translation

Each module builds progressively from data collection and validation to analysis, interpretation, and reporting.

KEY LEARNING OUTCOMES

Upon completion, participants will be able to:

1. Identify and define relevant research problems within the public sector context.
2. Apply appropriate methods to collect, manage, and evaluate the credibility of data.
3. Design clear, measurable, and relevant performance indicators.
4. Analyse and interpret data to generate meaningful insights.
5. Produce structured, clear, and analytical reports that translate evidence into action.

PROGRAMME DETAILS

COURSE FEE:	R6 000 per participant
DURATION:	3 Days (40 Notional Hours)
DATES:	27- 29 October 2026
TIME:	8:00 - 16:00
DELIVERY MODE:	Hybrid
VENUE:	Nelson Mandela University Business School, Second Avenue Campus, Gqeberha

CERTIFICATION

Participants who successfully complete the summative assessment will receive an official Nelson Mandela University Certificate of Competence. Participants who attend at least 80% of the sessions will receive a Certificate of Attendance.

ONLINE APPLICATION PROCESS

Applications can be completed online at:

https://slp.mandela.ac.za/

Application Closing Date: 22 October 2026

Payment process for online applications:

- If you are responsible for payment: Click "I will pay", **please proceed to upload your proof of payment.**
- If your company is responsible for payment: "Click Company will pay" Kindly ensure you have your company's HR representative's contact details.
- Should the company be responsible for payment of the account, a signed letter from an authorized person confirming the arrangements must be sent on a company letterhead to nomtha.menye@ mandela.ac.za
- The following information should be on the letterhead:
  - Delegate/Learner's full name/s and ID Number
  - Company name and physical address
  - VAT registration number
  - Contact details of the person responsible for payment

For group bookings, quotations, and invoicing arrangements, please contact the Administrative Coordinator.

PAYMENT SLP ADMINISTRATOR INFORMATION

All payments are made payable to Nelson Mandela University

- Upload proof of payment to your online application
- Banking Details:
  - **Standard Bank** - Port Elizabeth Branch
  - **Code:** 050417 Account
  - **No:** 080263011
  - **Reference No:** 3288 - 4120 (your surname)
- Cancellations/Refunds:
  - Course fees are not refundable unless cancellation has been made at least seven days prior to course commencement.
  - A 30% admin/cancellation fee is levied. If the course is fully booked or cancelled by the Nelson Mandela University, a full refund of fees will be made.
- Nelson Mandela University students (past/present) applying for this course must ensure that their student account is settled in full.

CONTACT INFORMATION

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Limited spaces available.

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