



ATi

AFRI TRAINING INSTITUTE

PROSPECTUS 2026

Developing Minds, Driving Impact



Contents

Accreditation scope

<i>Customised, essential/soft impactful & fit for purpose credit-bearing & non-credit bearing workshops.</i>	<i>1</i>
<i>Occupational Skills Programme: Learning Support Facilitator</i>	<i>9</i>
<i>Occupational Skills Programme: Learning and Development Facilitator</i>	<i>11</i>
<i>Occupational Skills Programme: Work Preparation</i>	<i>13</i>
<i>Occupational Skills Programme: Workplace Essentials</i>	<i>15</i>
<i>Occupational Skills Programme: New Venture Creation.....</i>	<i>17</i>
<i>Occupational Skills Programme: Assessment Practitioner.....</i>	<i>19</i>
<i>Occupational Skills Programme: Skills Development Facilitation Practitioner</i>	<i>21</i>
<i>Occupational Skills Programme: Conflict Management</i>	<i>23</i>
<i>Occupational Skills Programme: Workplace Based Practitioner</i>	<i>25</i>
<i>Occupational Skills Programme: Basic Emergency First Aid Responder</i>	<i>27</i>
<i>Occupational Certificate: Project Manager.....</i>	<i>29</i>
<i>Occupational Certificate: Supply Chain Practitioner</i>	<i>32</i>
<i>Occupational Certificate: Dispatching and Receiving Clerk</i>	<i>35</i>
<i>Occupational Certificate: Shelf Filler</i>	<i>38</i>
<i>Occupational Certificate: Visual Merchandiser.....</i>	<i>41</i>
<i>Occupational Certificate: Retail Chain Store Manager</i>	<i>44</i>
<i>Occupational Certificate: Store Person</i>	<i>47</i>
<i>Occupational Certificate: Service Station Attendant.....</i>	<i>49</i>
<i>Occupational Certificate: Above Surface Cleaner</i>	<i>51</i>
<i>Occupational Certificate: Commercial Ablution Cleaner.....</i>	<i>53</i>
<i>Occupational Certificate: Commercial Cleaner</i>	<i>55</i>
<i>Occupational Certificate: Commercial Floor Cleaner</i>	<i>58</i>
<i>Occupational Certificate: Contact Centre Manager.....</i>	<i>61</i>
<i>Occupational Certificate: Healthcare Cleaner.....</i>	<i>64</i>
<i>Occupational Certificate: Management Assistant</i>	<i>67</i>
<i>Occupational Certificate: Marketing Coordinator</i>	<i>71</i>
<i>Occupational Certificate: Office Supervisor</i>	<i>74</i>
<i>Occupational Certificate: Recruitment Manager</i>	<i>77</i>
<i>Occupational Certificate: Small Business Consultant.....</i>	<i>80</i>
<i>Occupational Certificate: Production Operator</i>	<i>83</i>
<i>Occupational Certificate: Production Operator: First-line Production Supervisor</i>	<i>85</i>

<i>National Certificate: Production Technology</i>	<i>88</i>
<i>National Certificate: Production Technology</i>	<i>93</i>
<i>National Certificate: Wholesale and Retail Operations</i>	<i>98</i>
<i>Occupational Certificate: Firefighter.....</i>	<i>102</i>
<i>Occupational Certificate: Retail supervisor.....</i>	<i>105</i>
<i>National Occupational Certificate: Sales representative</i>	<i>107</i>
<i>National Certificate: Poultry Production</i>	<i>109</i>
<i>National Certificate: Animal Production</i>	<i>112</i>
<i>National Certificate: Mixed Farming Systems.....</i>	<i>117</i>
<i>National Certificate: Plant Production</i>	<i>122</i>
<i>National Certificate: Food and Beverage Services</i>	<i>126</i>
<i>Further Education and Training Certificate: Leadership Development.....</i>	<i>130</i>
<i>National Certificate: Ward Committee Governance</i>	<i>134</i>
<i>National Certificate: New Venture Creation</i>	<i>137</i>
<i>Further Education and Training Certificate: Generic Management.....</i>	<i>142</i>
<i>Further Education & Training Certificate: Business Administration Services.....</i>	<i>146</i>
<i>National Certificate: Generic Management.....</i>	<i>152</i>
<i>In compliance with.....</i>	<i>156</i>

Accreditation Scope

QCTO - OCCUPATIONAL QUALIFICATIONS						
SETA - QAP	ACCREDITATION NUMBER	LEARNERSHIP/PART QUALIFICATION/SKILLS PROGRAAMES	SAQA ID	SAQA TITLE	NQF LEVEL	CREDITS
ETDP	01-QCTO/SDP141024130404	Skills Programme	SP-211007	Occupational Skills Programmes: Learning Support Facilitator	Level 5	20
SSETA	01-QCTO/SDP070125160536	Skills Programme	SP-201201	Occupational Skills Programme: Workplace Preparation	Level 2	30
QCTO	01-QCTO/SDP140225141926	Skills Programme	SP – 211009	Occupational Skills Programme: Workplace Essentials Skills	Level 4	20
QCTO	01-QCTO/SDP140225141926	Skills Programme	SP - 220319	Occupational Skills Programme: Learning and Development Facilitator	Level 5	36
QCTO	01-QCTO/SDP140225141926	Skills Programme	SP - 210401	Occupational Skills Programme: New Venture Creation	Level 2	32
QCTO	01-QCTO/SDP140225141650	Skills Programme	SP - 220320	Occupational Skills Programme: Assessment Practitioner	Level 5	20
QCTO	01-QCTO/SDP140225141650	Skills Programme	SP - 220321	Occupational Skills Programme: Skills Development facilitation Practitioner	Level 5	40
QCTO	01-QCTO/SDP140225141650	Skills Programme	SP - 210502	Occupational Skills Programme: Conflict management	Level 5	8
QCTO	01-QCTO/SDP140225141650	Skills Programme	SP - 220322	Occupational Skills Programme: Workplace Based Practitioner	Level 5	30

CQTO/HWSETA	01-QCTO/SDP150625185202	Skills Programme	SP - 230801	Occupational Skills Programme: Basic Emergency First Aid Responder	Level 2	2
QCTO/LGSETA	01-QCTO/SDP030526185942	Qualification	98991	Occupational Certificate: Firefighter	Level 4	149
QCTO/WRSETA	01-QCTO/SDP210626144205	Learnership	121792	National Occupational Certificate: Sales Representative	Level 4	155
QCTO/WRSETA	01-QCTO/SDP210626144412	Learnership	99573	Occupational Certificate: Retail Supervisor	Level 4	100
WR SETA	01-QCTO/SDP040225095209	Learnership	99446	Occupational Certificate: Dispatching and Receiving Clerk	Level 3	34
WR SETA	01-QCTO/SDP040225095209	Qualification	118731	Occupational Certificate: Shelf Filler	Level 2	27
WR SETA	01-QCTO/SDP250525074314	Learnership	99688	Occupational Certificate: Visual Merchandiser	Level 3	30
MerSETA	712101001 - pending	Qualification	120037	Occupational Certificate: Production operator	Level 3	122
MerSETA	32Q320308060864 - pending	Part-qualification	115722	Occupational certificate: First-line production supervisor	Level 4	86
SSETA	01-QCTO/SDP240221-658	Learnership	101869	Occupational Certificate: Project Manager	Level 5	240
SSETA	01-QCTO/SDP220624095824	learnership	118712	Occupational Certificate: Above Service Cleaner	Level 1	46
SSETA	01-QCTO/SDP220624095824	learnership	118711	Occupational Certificate: Commercial Ablution Cleaner	Level 1	46
SSETA	01-QCTO/SDP220624095824	learnership	118709	Occupational Certificate: Commercial Cleaner	Level 1	120

SSETA	01-QCTO/SDP220624095824	Learnership	118741	Occupational Certificate: Small Business Consultant	Level 5	244
SSETA	01-QCTO/SDP220624095824	Learnership	118706	Occupational Certificate: Marketing Coordinator	Level 5	175
SSETA	01-QCTO/SDP220624100028	Learnership	118251	Occupational Certificate: Recruitment Manager	Level 5	186
SSETA	01-QCTO/SDP220624100028	Full Qualification	101876	Occupational Certificate: Management Assistant	Level 5	316
SSETA	01-QCTO/SDP220624100028	Learnership	118740	Occupational Certificate: Office Supervisor	Level 5	240
SSETA	01-QCTO/SDP220624100028	Learnership	118713	Occupational Certificate: Commercial Floor Cleaner	Level 1	49
SSETA	01-QCTO/SDP220624095824	Full Qualification	118730	Occupational Certificate: Healthcare Cleaner	Level 2	120
SSETA	01-QCTO/SDP220624095824	Learnership	99687	Occupational Certificate: Contact Centre Manager	Level 5	285
TETA	01-QCTO/SDP190324094901	Learnership	110942	Occupational Certificate: Supply Chain Partitioner	Level 5	180
WR SETA	01-QCTO/SDP020424111128	Learnership	103150	Occupational Certificate: Retail Chain Store Manager	Level 5	106
WR SETA	01-QCTO/SDP020424111128	Learnership	99703	Occupational Certificate: Store Person	Level 2	41
WR SETA	01-QCTO/SDP020424111128	Learnership	99708	Occupational Certificate: Service Station Attendant	Level 2	28

ASSESSMENT CENTRE - QCTO QUALIFICATIONS						
SETA	ACCREDITATION NUMBER	LEARNERSHIP/PART QUALIFICATION/SKILLS PROGRAAMES	SAQA ID	SAQA TITLE	NQF LEVEL	CREDITS
SSETA	01-QCTO/AC-TTC070823090005	Learnership	101869	Occupational Certificate: Project Manager	Level 5	240
SSETA	01-QCTO/AC-TTC150924215856	learnership	118709	Occupational Certificate: Commercial Cleaner	Level 1	120
SSETA	01-QCTO/AC-TTC150924215856	learnership	118712	Occupational Certificate: Above Service Cleaner	Level 1	46
SSETA	01-QCTO/AC-TTC150924215856	learnership	118711	Occupational Certificate: Commercial Ablution Cleaner	Level 1	46
SSETA	01-QCTO/AC-TTC150924215856	Full Qualification	118730	Occupational Certificate: Healthcare Cleaner	Level 2	120
SSETA	01-QCTO/AC-TTC150924215856	Learnership	118740	Occupational Certificate: Office Supervisor	Level 5	240
SSETA	01-QCTO/AC-TTC150924220244	Learnership	118706	Occupational Certificate: Marketing Coordinator	Level 5	175
SSETA	01-QCTO/AC-TTC150924220244	Learnership	118251	Occupational Certificate: Recruitment Manager	Level 5	186
SSETA	01-QCTO/AC-TTC150924220244	Full Qualification	101876	Occupational Certificate: Management Assistant	Level 5	316
SSETA	01-QCTO/AC-TTC150924220244	Learnership	99687	Occupational Certificate: Contact Centre Manager	Level 5	285
SSETA	01-QCTO/AC-TTC150924220244	Learnership	118741	Occupational Certificate: Small Business Consultant	Level 5	244
TETA	01-QCTO/AC-TTC1808241504407	Learnership	110942	Occupational Certificate: Supply Chain Practitioner	Level 5	180

LEGACY QUALIFICATION (ALL USs INCLUDED)						
SETA	ACCREDITATION NUMBER	LEARNERSHIP/PART QUALIFICATION/SKILLS PROGRAAMES	SAQA ID	SAQA TITLE	NQF LEVEL	CREDITS
AgriSETA	AGRI/c prov/1942/22 30 June 2028	Learnership	48971	National Certificate: Mixed farming systems	Level 1	120
AgriSETA	AGRI/c prov/1942/22 30 June 2028	Learnership	49052	National Certificate: Plant production	Level 3	120
AgriSETA	AGRI/c prov/1942/22 30 June 2028	Learnership	49582	National Certificate: Poultry production	Level 1	133
AgriSETA	AGRI/c prov/1942/22 30 June 2028	Learnership	49048	National Certificate: Animal production	Level 3	120
CATHSSETA	613/R/000292/2016 30 June 2027	Learnership	14113	National Certificate: Food and Beverage Services	Level 4	133
LG SETA	LGRS-865-111206 30 Dec 2027	Learnership	57823	National Certificate: Ward Committee Governance	Level 2	120
LG SETA	LGRS-865-111206 30 Dec 2027	Learnership	50081	Further Education and Training Certificate: Leadership Development	Level 4	160
SSETA	2335 30 June 2028	Learnership	49648	National Certificate: New venture Creation	Level 2	138
SSETA	2335 30 June 2028	Learnership	57712 LP 74630	Further Education and Training Certificate: Generic Management	Level 4	150
SSETA	2335 30 June 2028	Learnership	61595 LP 35928	Further Education and Training Certificate: Business Administration Services	Level 4	140
SSETA	2335 30 June 2028	Learnership	59201 LP 60269	Further Education and Training Certificate: Generic Management	Level 5	162
MERSETA	2335 30 June 2027	Learnership	58781	National Certificate: Production Technology	Level 2	125
MERSETA	2335 30 June 2027	Learnership	58785	National Certificate: Production Technology	Level 3	120
W&R SETA	2335 30 June 2027	Learnership	58206	National Certificate: Wholesale and retail operations	Level 2	120

Customised, essential/soft impactful & fit for purpose credit-bearing & non-credit bearing workshops.

Afri Training offers the following on open workshops or client-specific workshops; either credit-bearing or non-credit bearing.

Business essential skills

- **Business ethics –**

Framework: For a customized, essential, and impactful workshop on Business Ethics, both credit-bearing and non-credit bearing options can be created to suit different Frameworks and audiences. The workshop to be fit-for-Framework, focusing on practical knowledge and ethical decision-making in the business world.

- **Change management –**

Framework: For customized, essential, and impactful workshops on Change Management that are fit-for-Framework for both credit-bearing and non-credit bearing formats, the goal is to provide participants with both the theoretical knowledge and practical skills to manage change effectively within organizations.

- **Contact Centre and Customer Service –**

Framework: These workshops aim to enhance customer service capabilities, boost career progression, and improve organizational effectiveness in the contact centre industry.

- **Critical Thinking –**

Framework: These workshops aim to cultivate analytical thinkers who can approach challenges creatively and logically, benefiting both individual growth and organizational success.

- **Customer service –**

Framework: These workshops aim to enhance the customer experience, improve business reputation, and increase customer satisfaction, ultimately driving success for both employees and organizations.

- **Conflict in the workplace –**

Framework: Equip participants with practical skills to identify, manage, and resolve workplace conflicts while fostering a positive and productive work environment.

- **Communication for Impact –**

Framework: These workshops are designed to help participants communicate more effectively, build rapport, engage audiences, and convey messages that drive desired outcomes, improving both personal and organizational success.

- **Cultural awareness –**

Framework: For customized, essential, and impactful workshops on Cultural Awareness, these workshops aim to equip participants with the knowledge, skills, and sensitivity to interact effectively in diverse cultural settings. This includes understanding cultural differences, improving communication, and developing intercultural competency.

- **Difficult conversations –**
Framework: These workshops are designed to help participants navigate challenging conversations effectively, whether in professional, academic, or personal contexts
- **Delivery service excellence –**
Framework: These workshops are designed to equip participants with the skills and knowledge needed to provide exceptional service in any customer-facing role, whether in credit-bearing or non-credit bearing formats. The workshops aim to improve the quality-of-service delivery, focus on customer satisfaction, and ensure that employees can manage expectations and exceed them consistently.
- **Diversity Management –**
Framework: These workshops aim to equip participants with the skills to manage and leverage diversity, create inclusive environments, and improve team dynamics, ultimately contributing to a more productive and harmonious workplace.
- **Emotional Intelligence –**
Framework: Help participants understand the basics of Emotional Intelligence and provide them with practical tools to improve their self-awareness, self-regulation, empathy, and social skills.
- **Effective meetings –**
Framework: These sessions are designed to help participants develop the skills to plan, organize, and lead productive meetings, whether in a credit-bearing or non-credit bearing format. The workshops focus on the critical components of effective meetings, including time management, communication, decision-making, and collaboration. Both formats ensure that the learning is applicable, practical, and tailored to the needs of the participants.
- **Employment Equity –**
Framework: Provide employees with the fundamental knowledge and tools to understand the principles of employment equity, including diversity, inclusivity, and equal opportunity in the workplace.
- **Fundamentals in Project Management –**
Framework: These workshops aim to provide participants with the skills and confidence to manage projects of varying scope and complexity, improving their effectiveness in project delivery and contributing to organizational success.
- **Frontline reception control –**
Framework: These workshops aim to develop key skills in managing the front desk and reception area, ensuring that participants can perform tasks efficiently, maintain a professional demeanour, and contribute to a smooth and positive experience for all visitors and clients.
- **HIV/AIDS awareness –**
Framework: By offering HIV/AIDS Awareness workshops that are customized, essential, and impactful, participants will gain practical knowledge and skills to promote prevention, reduce stigma, and support those affected by HIV.

- **Manage personal finances –**
Framework: For customized, essential, and impactful workshops on Managing Personal Finances, these sessions are designed to help participants develop practical skills for budgeting, saving, investing, and managing debt. The workshops are adaptable to both credit-bearing and non-credit bearing formats, catering to various audiences, from students to working professionals, and can be tailored to meet the specific needs of different groups.
- **Microsoft Word / Beginner –**
Framework: By the end of the workshop, learners will be able to create, edit, format, and save basic Microsoft Word documents. They will also gain confidence in using essential tools and features to improve their productivity and document quality.
- **Microsoft Word / Intermediate –**
Framework: By the end of this intermediate workshop, learners will be able to produce polished, professional Microsoft Word documents, handle complex formatting, work with larger documents efficiently, and utilize collaboration features. They will also be skilled in using advanced tools like Mail Merge and references for greater productivity in both personal and work contexts.
- **Microsoft Word / Advance –**
Framework: By the end of this advanced workshop, learners will be proficient in creating sophisticated, polished documents with advanced formatting, automation, and collaboration tools. They will be able to efficiently handle large-scale, complex documents, apply professional-level formatting, and use Word's advanced features to streamline their workflows, ultimately enhancing productivity and document quality.
- **Microsoft PowerPoint (Basic/Intermediate/Advanced) –**
Framework: Creating customized, essential, and impactful workshops for Microsoft PowerPoint (Basic, Intermediate, Advanced) with a focus on providing practical skills, enhancing presentation quality, and boosting participant confidence in using PowerPoint for various professional and academic needs.
- **Microsoft Outlook (Basic/Intermediate/Advanced Minute taking –**
Framework: For customized, essential, and impactful workshops on Microsoft Outlook (Basic, Intermediate, Advanced) and Minute Taking, the aim is to empower participants with practical skills for managing emails, schedules, and tasks in Outlook while enhancing their ability to take effective, professional meeting minutes
- **Personal Effectiveness –**
Framework: Help participants develop key personal effectiveness skills to improve productivity, goal achievement, and work-life balance.
- **Presentation and public speaking –**
Framework: The workshop will focus on building both the technical and soft skills required for successful public speaking, from structuring and delivering a presentation to engaging and influencing an audience. Participants will gain the tools and confidence needed to speak with clarity, authority, and authenticity.

- **Report Writing –**
Framework: By the end of the workshop, learners will have the confidence and skills to create professional, well-structured, and impactful reports. They will be able to present complex information clearly and concisely, ensuring their reports are actionable, relevant, and tailored to the needs of the target audience. These skills will contribute to better communication within organizations, clearer documentation for decision-making, and improved professional credibility.
- **Stock control –**
Framework: Provide employees with the foundational knowledge and practical skills to manage stock effectively, ensuring accurate inventory levels, minimizing waste, and improving operational efficiency.
- **Time Management –**
Framework: Equip employees with foundational leadership skills to enhance their influence and effectiveness within teams.
- **Telephone etiquette –**
Framework: For customized, essential, and impactful workshops on Telephone Etiquette, these sessions aim to improve professional communication skills, focusing on how to make phone interactions effective, respectful, and efficient.
- **Work-life balance –**
Framework: these sessions are designed to help individuals and professionals find a sustainable balance between their work responsibilities and personal life. By promoting healthier work habits, reducing stress, and increasing overall well-being.

Leadership/supervisor/management skills

- **Advance Supervisory –**
Framework: These workshops are designed to enhance the skills of supervisors, equipping them with advanced tools for managing teams and improving operational efficiency in the workplace.
- **Building a high performing team –**
Framework: For customized, essential, and impactful workshops on Building a High-Performing Team, the focus would be on equipping individuals with the necessary skills and strategies to foster collaboration, communication, trust, and productivity within teams.
- **Financial for non-financial management –**
Framework: Workshops designed to equip non-financial managers with the essential financial literacy skills they need to make informed decisions, manage budgets, interpret financial reports, and understand the financial health of their organizations. These workshops are customizable to fit the specific needs of participants, whether in a formal academic setting (credit-bearing) or as a practical training for professionals (non-credit bearing).

- **Fundamental of labour legislation –**

Framework: The Fundamentals of Labour Legislation workshops are designed to provide participants with the necessary understanding of key workplace legal frameworks, rights, and obligations. These workshops aim to equip HR professionals, managers, and leadership teams with the knowledge and skills to navigate legal complexities, ensure workplace compliance, and foster a fair work environment.

- **Interview and recruit for impact –**

Framework: The "Interview and Recruit for Impact" workshops are designed to equip HR professionals, managers, and team leaders with the necessary skills to conduct impactful interviews and make informed, effective recruitment decisions.

- **Lead and motivate teams –**

Framework: The "Lead and Motivate Teams" workshops are designed to empower managers, team leaders, and aspiring leaders with the essential skills to lead diverse teams effectively, enhance team dynamics, and inspire high performance.

- **Leadership in the workplace –**

Framework: Provide employees and emerging leaders with the foundational knowledge and skills necessary to become effective leaders, whether managing a team or working in a collaborative role.

- **Leadership development programme – Framework:** The aim would be to provide participants with essential skills and knowledge that can be applied in their professional lives, focusing on both soft skills and practical leadership tools.

- **Manage relationships –**

Framework: The workshops will aim to strengthen both hard and soft skills essential for building, managing, and nurturing relationships in various professional contexts, including within teams, with clients, and across organizational levels.

- **Negotiation for win-win Unit standard –**

Framework: The workshop will focus on equipping participants with the necessary tools and techniques to achieve mutually beneficial outcomes in negotiations, fostering collaboration and long-term relationships. It will emphasize key negotiation strategies that create value for all parties involved, which is essential for building trust, enhancing partnerships, and driving organizational success.

- **Networking –**

Framework: The Networking Workshop will focus on equipping participants with the tools to expand their professional networks, build meaningful relationships, and leverage these connections to create opportunities for personal and organizational growth.

- **Operations Manager –**

Framework: By the end of the workshop, learners will have the knowledge and skills to effectively manage the operations of their organization, from planning and resource management to team leadership and process optimization. They will be equipped to streamline operations, reduce costs, improve efficiency, and contribute to the overall success of the business. These competencies will prepare them for career advancement or to take on higher-level management roles.

- **Problem solving –**

Framework: The focus of the workshop will be on equipping participants with critical problem-solving skills that are necessary to address issues efficiently and drive innovative solutions. Whether dealing with day-to-day challenges or more complex strategic issues, this workshop will provide participants with the tools and methodologies to approach problems systematically, collaboratively, and creatively

- **Supervisory Skills –**

Framework: Provide new or mid-level supervisors with the essential skills to manage teams, communicate effectively, resolve conflicts, and foster a productive, positive work environment.

- **Team leader –**

Framework: The Team Leader workshop will focus on developing the core competencies necessary to lead and inspire teams, manage challenges, and drive performance. Whether your organization is looking to enhance the leadership skills of existing team leaders or prepare emerging leaders for future responsibilities, this program will offer a comprehensive approach to team leadership.

- **Manage individual and Team Performance –**

Framework: These workshops focus on equipping leaders and managers with the skills necessary to effectively manage both individual and team performance.

- **Conduct a disciplinary enquiry, unit standard –**

Framework: The workshop will focus on providing practical guidance on how to conduct a disciplinary enquiry, ensuring compliance with organizational policies and legal requirements, and maintaining a fair and respectful process throughout. Participants will gain the necessary tools to manage disciplinary processes, address workplace misconduct, and handle sensitive situations professionally.

- **Describe and apply the management functions of an organisation –**

Framework: The workshop will focus on equipping participants with the essential knowledge and skills to understand, describe, and effectively apply the core management functions that drive organizational success. These functions are fundamental to ensuring that resources are managed efficiently and that organizational goals are met.

Occupational training and development programmes

- **Assessor –**

Framework: The Assessor Workshop will focus on equipping participants with the tools necessary to conduct fair, effective, and legally compliant assessments, ensuring they can provide constructive feedback that supports learner development while adhering to quality assurance standards.

- **Facilitator –**

Framework: The Facilitator Workshop will focus on developing both the technical and soft skills needed for successful facilitation, ensuring that participants are able to engage their audience, encourage participation, and create an effective learning environment. The workshop will cover strategies for designing and delivering interactive and impactful learning experiences.

- **Coaching and mentoring –**

Framework: The Coaching and Mentoring workshop will focus on developing the key skills required to effectively guide, support, and inspire individuals in a one-on-one setting, promoting both personal and professional growth. Whether aimed at enhancing leadership capabilities, developing future leaders, or fostering an environment of continuous learning, this workshop will provide participants with the tools to build strong and effective coaching and mentoring relationships.

- **Moderator –**

Framework: The Moderator Workshop will focus on empowering participants with the tools to manage group dynamics, ensure engaging and productive discussions, and guide conversations in a way that is informative, respectful, and results driven. Whether moderating team meetings, panel discussions, or external events, this workshop will help participants develop the confidence and skills needed for successful moderation.

- **Skills development facilitator –**

Framework: The Skills Development Facilitator Workshop will focus on equipping participants with the competencies to design, facilitate, and assess training programs that align with organizational goals and individual learner needs. Whether the focus is on developing skills for internal teams or preparing facilitators to train others, this workshop will provide the tools and confidence needed to deliver high-impact learning experiences.

Sales/business development skills

- **Power selling techniques –**

Framework: The Power Selling Techniques Workshop will focus on developing advanced selling strategies, improving sales communication, and equipping participants with the tools to influence and persuade customers, leading to increased sales performance. Whether you are looking to empower your sales team or develop individual sales professionals, this workshop will provide the practical skills necessary for success in a competitive marketplace.

- **Consultative selling –**

Framework: The Consultative Selling Workshop will focus on equipping participants with the tools to engage with clients, understand their unique needs, and provide solutions that align with their goals. It emphasizes building long-term relationships, rather than simply closing a sale, positioning your sales team as trusted experts in your industry.

- **Network with Framework –**

Framework: The "Network with Framework" workshop aims to equip participants with the necessary tools and strategies to network effectively, cultivating valuable connections that align with their career goals, business Frameworks, or personal development aspirations.

- **Self-branding –**

Framework: The "Network with Framework" workshop will focus on equipping individuals with the skills needed to network not just for personal gain, but to build valuable, long-term relationships that support both individual and organizational growth. The program aims to develop strategic networking skills that can unlock opportunities, foster collaboration, and establish valuable professional connections.

- **Sales Management –**

Framework: These workshops are designed to equip sales managers with the essential skills and knowledge to effectively manage sales teams and drive sales performance.

Recruitment sales training

- **Candidate sourcing and management –**

Framework: The Candidate Sourcing and Management workshop will focus on equipping participants with the tools and best practices to identify, engage, and retain high-quality candidates throughout the recruitment process. By adopting a strategic approach to sourcing and managing candidates, your team will be able to attract top talent and create long-lasting relationships that benefit both the organization and the candidates.

- **Competency-based interviewing –**

Framework: The Competency-Based Interviewing workshop will focus on equipping participants with the tools to assess candidates' skills, knowledge, and behaviours based on the specific competencies required for the role. By utilizing a competency-based approach, interviewers can make more Framework, consistent, and informed hiring decisions, ultimately leading to better organizational fit and improved employee performance.

- **Marketing candidates effectively –**

Framework: The Marketing Candidates Effectively workshop will focus on equipping participants with the tools and strategies necessary to present candidates in the best possible light, ensuring they stand out in a competitive job market. By learning how to effectively communicate a candidate's skills, qualifications, and unique value proposition, your team will be able to increase candidate placement success and build strong relationships with clients and employers.

- **Client Relationship Excellence –**

Framework: Upon completion of the workshop, learners will have developed the knowledge and skills required to build and maintain strong client relationships, handle challenging client situations with ease, and deliver exceptional customer service. They will be equipped to foster long-term client loyalty, reduce churn, and contribute significantly to the overall success of their organization.

- **Project manage the process from order to placement –**

Framework: The Project Management from Order to Placement workshop focuses on providing participants with the tools and strategies needed to efficiently manage each stage of the process, ensuring smooth coordination, communication, and timely delivery. Whether it's managing recruitment placements, project-based services, or product delivery, this workshop will help ensure that your team handles the process from start to finish with precision and effectiveness.

- **Understanding the hidden needs and opportunities –**

Framework: The "Understanding the Hidden Needs and Opportunities" workshop will focus on empowering participants to think creatively and strategically about uncovering hidden opportunities, whether they are related to customer needs, business processes, or market gaps. By developing an understanding of these often-overlooked areas, your team will be better positioned to drive innovation, improve customer satisfaction, and enhance overall organizational performance.

- **Using benefit statements and proof to manage objections –**

Framework: The "Using Benefit Statements and Proof to Manage Objections" workshop focuses on equipping participants with the skills to confidently address objections during sales conversations, customer service interactions, or any scenario where managing resistance is key. By learning how to highlight the benefits of a solution and provide credible proof, your team will be able to build trust, overcome resistance, and close more successful deals.

Occupational Skills Programme: Learning Support Facilitator

Level: 3	SAQA ID: SP-211007	QCTO: 01-QCTO/SDP141024130404
Duration:	10 days	Credits: 20
Contact Days:	Customise to client-specific needs and learner experience/level	
Target Market	Anyone wanting to prepare to function as a Learning Support Facilitator.	

Purpose

The purpose of the Skills Programme is to prepare a learner to function as a Learning Support Facilitator.

Learning Support Facilitators apply tools and methods to improve the performance of learners in their studies. A Learning Support Facilitator profile, evaluate, prepare, facilitate, support and evaluate learning of learners after teaching. A competent learner shall demonstrate among others the following attributes: communication, problem solving, coaching, emotional intelligence, mentoring and self-confidence. The qualified learners will be able to:

- Support teaching and learning processes.
- Identify, analyse, and remedy learning barriers.
- Implement and evaluate learning support methods.
- Conduct formative assessments.
- Facilitate learner support.

Entry requirements

NQF Level 4 with Communication

Content

Session 1: Methods to overcome barriers to learning.

- 1.1. Barriers to learning.
- 1.2. Recognise learners who have special needs.
- 1.3. Discuss with learners the need for further intervention

Session 2: Learning support methods and interventions

- 2.1. Refer learner for further intervention.
- 2.2. Implement strategies to assist learner.
- 2.3. Investigate and respond to absenteeism and drop-out.

Session 3: Techniques for language and learning remediation

- 3.1. Formulate and use learning strategies.
- 3.2. Use and apply occupational and vocational learning materials and resources.
- 3.3. Conduct research and submit recommendations.
- 3.4. Lead and function effectively in a team and as an individual.
- 3.5. Identify characteristics of workplace, evaluate specific needs of occupational / vocational context.

Session 4: Methods of formative assessment

- 4.1. Prepare for assessments.
- 4.2. Conduct assessments.
- 4.3. Provide feedback on assessments.

Session 5: Learning process

- 5.1. Structuring learning programme
- 5.2. Learning event planning
- 5.3. Learning and Teaching Support Material

Application component modules

- Application component-1-Apply learning methods
- Application component-2-Facilitate learner support
- Application component-3-Conduct formative assessment

Assessment & Certification

- Learners are internally assessed throughout the programme
- A FISA will be conducted at the end of the internal assessment
- Internal moderation is completed
- Application to the QP for external verification is submitted
- Once EV is completed the statement of results and certificate will be distributed

Occupational Skills Programme: Learning and Development Facilitator

Level: 5	SAQA ID: SP-220319	QCTO: 01-QCTO/SDP140225141926
Duration:	5 days	Credits: 36
Contact Days:	Customise to client-specific needs and learner experience/level	
Target Market	Lecturers. Teachers and facilitators that are currently facilitating Workplace mentors and coaches HR and HRD managers Presenters	

Purpose

Learning & Development Facilitators are needed in organisations to support skills development on a national, regional and local level. The purpose of this Skills Programme is to develop competencies for employees located in the human resource management or development space, within an organisation, to ensure that effective skills development is driven within the organisation.

Entry requirements

NQF Level 4 with Communication

Exit level outcomes

- Planning of resources and logistics is conducive for efficient and effective learning.
- Preparations for the facilitation of learning is aligned to adult learning principles and techniques.
- Barriers to learning are dealt with, in the delivery of the learning intervention.
- Experience and prior learning are recognised during the delivery of the learning intervention.
- Guidance and support of learners enables them to define outcomes, clarify issues, manage expectations and identify learning paths and opportunities.
- The facilitation plan and process are adapted to meet contextual and learning dynamics.
- Active learning is facilitated according to contexts and learning styles, by drawing on appropriate learning methodologies.
- Facilitation is conducted in an organised manner that ensures the physical and psycho-social safety of the learners.
- Learner progress and effectiveness of the intervention is measured continuously, and feedback is provided.
- The dynamics of the learner group is managed in accordance with contextual requirements.
- Stakeholder feedback is reflected upon and is used to inform areas of continuous personal development and improvement.
- Ethical and professional practice is displayed.

Programme outline

242401001-KM-01: The Statutory Learning and Development Environment. NQF Level 5, 8 Credits

KM-01-KT01: The Statutory Framework that Governs the South African Qualification Authority.

KM-01-KT02: The Statutory Framework that Governs the Skills Development Environment.

KM-01-KT03: The Statutory and Regulatory Framework that Governs Skills Development Funding.

KM-01-KT04: National Occupational Skills Development Structures, Policies and Priorities.

242401001-KM-04: Facilitation of Learning in an Occupational Contexts. NQF Level 5, 8 Credits

KM-04-KT01: Principles and Models for Facilitation Planning and Preparation.

KM-04-KT02: Facilitation Principles, Techniques and Tools.

KM-04-KT03: Evaluating, Reviewing and Reporting on Facilitation.

Application Component

242401001-PM-04: Facilitate Different Methodologies, Training Styles and Techniques within an Occupational Learning Context.

NQF Level 5, 12 Credits

PM-04-PS01: Plan and Prepare to Facilitate a Learning Intervention.

PM-04-PS02: Facilitate the Learning Intervention.

PM-04-PS03: Reflect on the Effectiveness of Own Facilitator Role.

Assessment & Certification

- Learners are internally assessed throughout the programme
- A FISA will be conducted at the end of the internal assessment
- Internal moderation is completed
- Application to the QP for external verification is submitted
- Once EV is completed the statement of results and certificate will be distributed

Occupational Skills Programme: Work Preparation

NQF Level: 2	SAQA ID: SP-201201	01-QCTO/SDP070125160536
Qualification Duration:	5 Days	Credits: 30
Contact Days:	Customise to client-specific needs and learner experience/level	
Target Market	To prepare young and unemployed for work (environment) placement.	

Recommended entry requirements

Learners should be competent in the following:

- Open.

Purpose

The purpose of the programme is to prepare the young and unemployed for work (environment) placement. The learner will be able to: Gain better insight about employment and expectations, present themselves well for interviews; Make a good impression to prospective employers; Manage work activities efficiently, communicate effectively within a team, manage him/herself, including his/her money. Protect one and others at workplace.

Exit level outcomes

On completion the learners will be able to:

- Conduct self-evaluation and analysis of personal attributes and skills.
- Prepare and search for a suitable job.
- Manage interview interactions effectively.
- Manage change in work environment.
- Work and communicate effectively in and outside a team.
- Make effective and informed decisions.
- Solve workplace problem effectively and systematically.
- Conduct one professionally and ethically.
- Plan and manage time effectively.
- Budget and manage personal money.
- Maintain workplace safety and health.

Content:**Knowledge Component:**

- Topic 1: Why work and Why you Matter
- Topic 2: Job Search and Growth mindset
- Topic 3: Know yourself to grow yourself
- Topic 4: Expectations
- Topic 5: Professionalism
- Topic 6: Onboarding – Getting it Right
- Topic 7: Succeeding in the workplace
- Topic 8: Money Management I
- Topic 9: Money Management II
- Topic 10: Time Management
- Topic 11: Interview and Communication
- Topic 12: Teamwork
- Topic 13: Problem-solving and critical thinking
- Topic 14: Beat COVID-19

Application component:

- Topic 1: CV Preparation and cover Letter
- Topic 2: Personal Budget development
- Topic 3: Interviews role-play

Assessment & Certification

- Learners are internally assessed throughout the programme
- A FISA (final integrated supervised assessment) will be conducted at the end of the internal assessment
- Internal moderation is completed
- Application to the QP for external verification is submitted
- Once EV is completed the statement of results and certificate will be distributed

Occupational Skills Programme: Workplace Essentials

NQF Level: 4	SAQA ID: SP-211009	01-QCTO/SDP140225141926
Qualification Duration:	5 Days	Credits: 20
Contact Days:	Customise to client-specific needs and learner experience/level	
Target Market	Learners entering this skills programme will feed into all types of industries.	

Recommended entry requirements

Learners should be competent in the following:

- NQF level 3.

Purpose

The purpose of this skills programme is to prepare a learner to operate as an employee and to complete daily tasks and activities at a workplace.

Workplace Essential Skills are used in every industry and at different levels of complexity. They provide the foundation for learning other skills and enable employees adapt to modern working practices and workplace change.

Workplace Essential Skills are the core skills you need to continue learning and to complete daily tasks and activities at work. Workplace Essential Skills are the skills needed for work, learning and life.

Exit level outcomes

On completion the learners will be able to:

- Identify responsibilities in the workplace environment of an employer and employee
- Understand and apply work ethics, norms and values
- Identify safety and legal provisions relating to the work and responsibilities of an employer and employee
- Perform tasks in several critical workplace competencies

Content:

Knowledge Component:

Topic 1 The workplace environment and responsibilities of an employer and employee NQF Level 4, Credits 8.

Topic 2 Employment

Topic 3 The organisation of work

Topic 4: Concepts related to the employee's performance of work

Topic 5: Employer organisations

Topic 6: External environments in which organisations operate

Topic 7: Employer-Employee relationships

Topic 8: Workplace health and safety

Topic 9: Understand and apply work ethics, norms and values

Topic 10: Ethics at work

Topic 11: Communication

Topic 12: Current trends influencing work

Application component:

Topic 1 The workplace environment and responsibilities of an employer and employee

Topic 2 Apply for a career opportunity

Topic 3 Prepare and undertake an interview

Topic 4 Analyse an employment contract

Topic 5 Analyse a workplace policy and guideline

Topic 6 The workplace environment and responsibilities of an employer and employee

Topic 7 Apply and accept an internship at a Workplace Experience provider.

Topic 8 Demonstrate understanding of Occupational Health and Safety legislation in the workplace

Topic 9 Induction at a Workplace Experience provider, covering general workplace policies, procedures and standards

Topic 10 Observe and undertake general task/s within Workplace Experience provider workplace WM-01-WE05 Rate Workplace Experience Provider

Topic 11 Understand and apply work ethics, norms and values

Topic 12 Work as a team member

Topic 13 Participate in and contribute to workplace meetings

Topic 14 Contribute to maintaining a safe and productive Work Environment

Assessment & Certification

Continuous Assessment

- Learners are internally assessed throughout the programme
- A FISA (final integrated supervised assessment) will be conducted at the end of the internal assessment
- Internal moderation is completed
- Application to the QP for external verification is submitted
- Once EV is completed the statement of results and certificate will be distributed

Practical Test

- Identify responsibilities in the workplace environment of an employer and employee
- Understand and apply work ethics, norms and values
- Identify safety and legal provisions relating to the work and responsibilities of an employer and employee

Written Test

- Define and describe responsibilities in the workplace environment of an employer and employee
- Discuss work ethics, norms and values
- Define and describe safety and legal provisions relating to the work and responsibilities of an employer and employee Supervised Assessment Workplace
- Perform tasks in several critical workplace competencies.
- Work as a team member in projects in the workplace

Occupational Skills Programme: New Venture Creation

Level: 2	SAQA ID: SP-210401	QCTO: 01-QCTO/SDP140225141926
Duration:	5 days	Credits:32
Contact Days:	Customise to client-specific needs and learner experience/level	
Target Market	• Those that wish to operate small businesses. • Learners who acquire this skills programme will be able to: Start, manage, grow and sustain a small business.	

Purpose

Youth for Employment Services (YES), is a business led NPO which works in partnership with government and labour to initiate policy in the creation of jobs for youth. One of the strategies adopted by YES is the Creation of New Ventures. These skills (learning) programme supports the New Ventures being created by young people, especially in rural areas.

The purpose of the skills programme is to prepare candidates to operate small business. Learners who acquire this skills programme will be able to Start, manage, grow and sustain a small business.

Entry requirements

Open

Exit level outcomes

- Start, manage, grow and sustain a small business.
- Know him/herself
- Know his/her industry
- Identify market opportunities
- Create business innovation
- Manage finances
- Price goods and services
- Plan and set business goals

Programme outline

Knowledge Component

Topic 1: Being an entrepreneur.

Topic 2: Know yourself.

Topic 3: Know your industry

Topic 4: Identifying Market opportunities

Topic 5: Innovation

Topic 6: Customer Service

Topic 7: Financial and Cash flow management

Topic 8: Basic business financial statements

Topic 9: Pricing of goods and services

Topic 10: Marketing

Topic 11: SMART goals

Topic 12: Business planning

Application Component

Topic 1: Calculations and Pricing.

Topic 2: Basic bookkeeping.

Topic 3: Marketing project.

Topic 3: Customer service.

Assessment & Certification

- Learners are internally assessed throughout the programme
- A FISA will be conducted at the end of the internal assessment
- Internal moderation is completed
- Application to the QP for external verification is submitted
- Once EV is completed the statement of results and certificate will be distributed

Occupational Skills Programme: Assessment Practitioner

Level: 5	SAQA ID: SP-220320	QCTO: 01-QCTO/SDP140225141650
Duration:	5 days	Credits: 20
Contact Days:	Customise to client-specific needs and learner experience/level	
Target Market	• Those wish to obtain certification as an Assessment Practitioner. • Those who are involved in the assessment as part of their duties with regards to training and education. • Those working towards SAQA 101321, Occupational Certificate: Training and Development Practitioner. • Assessors & Moderators • Facilitators, Trainers, Lecturers and Presenters • Training Managers	

Purpose

The Assessment Practitioner Skills Programme is ideal for those who wish to learn the methods of assessing. An Assessment Practitioner plans for, conducts and administers assessment and the administration of recognition of prior learning and of learner competence in an occupational context.

Those who wish to practice as Assessment Practitioner must complete this skills programme successfully.

This skills programme enables people to supervise performance and provide feedback in a professional manner. Assessment Practitioner status can lead to employment as well as self-employment opportunities. This skills programme is also for those with an interest in using assessment tools to promote learning.

Entry requirements

NQF Level 4

Exit level outcomes

- Principles of good assessment practices are applied within the occupational learning framework.
- Evidence collection methods, tools and instruments are evaluated and adapted to meet contextual requirements.
- Principles of evidence collection are applied within contextual requirements.
- Assessment decisions are made and feedback formulated in accordance with accepted standards and practices.
- The domain of reflexive competence is assessed and documented.
- Documentation and records are completed and maintained in accordance with quality management system requirements.
- Experience and prior learning are recognised, during the delivery of the learning intervention.
- Physical and psycho-social safety of the learners is assured.
- Learner progress and effectiveness of the intervention is measured continuously, and feedback is provided.

Programme outline

Knowledge Component

242401001-KM-05

Assessment Principles and Practices. NQF Level 5, 4 Credits

KM-05-KT01: Assessment Practices, Methods and Concepts.

KM-05-KT02: Evidence Collection and Recording Concepts and Principles. KM-05-KT03: Evidence Evaluation Concepts and Principles.

KM-05-KT04: Assessment Administration and Regulatory Practices.

Application Component

242401001-PM-06

Plan and Conduct the Assessment of Learner Competencies. NQF Level 5, 8 Credits

PM-06-PS01: Prepare for Assessment. PM-06-PS02: Conduct the assessment.

PM-06-PS03: Report and Record Assessments. PM-06-PS04: Review Assessments.

242401001-WM-06

Conduct Assessments of Learner Competence. NQF Level 5, 8 Credits WM-06-WE01: Plan for and conduct an assessment of three candidates under the guidance of a subject matter expert.

Assessment & Certification

- Learners are internally assessed throughout the programme
- A FISA will be conducted at the end of the internal assessment
- Internal moderation is completed
- Application to the QP for external verification is submitted
- Once EV is completed the statement of results and certificate will be distributed

Occupational Skills Programme: Skills Development Facilitation Practitioner

Level: 5	SAQA ID: SP-220321	QCTO: 01-QCTO/SDP140225141650
Duration:	5 days	Credits:40
Contact Days:	Customise to client-specific needs and learner experience/level	
Target Market	- Those wish to obtain certification as a Skills Development Facilitation Practitioner (SDF). - Those who are involved human resource management or human development. - Those who are involved in training and skills planning, workplace skills planning, skills levy claims. - Those working towards SAQA 101321, Occupational Certificate: Training and Development Practitioner	

Purpose

A Skills Development Facilitation Practitioner (SDF) plans for, conducts and administers skills development planning in an occupational context. The skills set derived from this skills programme is needed in organisations to support skills development within the legislative environment which is highly regulated and constantly changing.

Skills Development Facilitation Practitioner skills set is intended to develop competencies for employees located in the human resource management or human development space within an organisation to ensure that effective skills development is driven within an organisation.

A learner who achieves competencies for this skills programme will be able to plans for, conducts and administers skills development planning in an occupational context.

Entry requirements

NQF Level 4

Exit level outcomes

Analyse learning and development needs, within an occupational context, compile learning and development plans and reports and guide stakeholders on learning and development trends, practices and quality assurance.

- Learning priorities are established by means of a structured and valid process within the contextual requirements
- Data is collected, collated, analysed, interpreted and the findings presented, in terms of the contextual requirements
- Consultative processes are facilitated, documented and reported on, as an integral component of the skills development facilitation processes
- Information and advice on skills development issues is presented and aligned with current skills development practices and requirements

- Learning is promoted in line with individual and organisational needs, using appropriate and effective communication techniques
- Learning and development reporting complies with the regulatory requirements of a specific sector education and training authority
- Ethical conduct is displayed through the adherence to quality and regulatory practices when compiling learning and development plans and reports

Programme outline

Knowledge Component

242401-001-KM-01

Assessment Principles and Practices. NQF Level 5, 4 Credits

KM-01-KT01: The Statutory Framework that Governs the South African Qualification Authority.

KM-01-KT02: The Statutory Framework that Governs the Skills Development Environment.

KM-01-KT03: The Statutory and Regulatory Framework that Governs Skills Development Funding.

KM-01-KT04: National Occupational Skills Development Structures, Policies and Priorities.

242401-001-KM-06: Workplace Learning and Development Planning, Evaluation and Reporting. NQF Level 5, 8 Credits

KM-06-KT01: Workplace learning and development planning.

KM-06-KT02: Learning program sourcing, evaluation and selection.

KM-06-KT03: Workplace learning and development reporting

Application Component

242401-001-PM-02

Plan, Conduct and Report on a Learning and Development Needs Analysis Level 5, 16 Credits

PM-02-PS01: Provide information and advice concerning occupational learning.

PM-02-PS02: Collect, analyse data and report on workplace learning and development needs.

PM-02-PS03: Develop a workplace learning and development plan.

PM-02-PS04: Monitor the implementation of a workplace learning and development plan.

PM-02-PS05: Conduct learning and development administration and reporting.

242401001-WM-06

242401-001-WM-02: Conduct Skills Development Facilitation (SDF) Processes as Required for Mandatory Grant Payments. NQF Level 5, 8 Credits.

WM-02-WE01: Complete an assignment in an authentic work environment on skills development facilitation processes under the guidance of a subject matter expert.

Assessment & Certification

- Learners are internally assessed throughout the programme
- A FISA will be conducted at the end of the internal assessment
- Internal moderation is completed
- Application to the QP for external verification is submitted
- Once EV is completed the statement of results and certificate will be distributed

Occupational Skills Programme: Conflict Management

Level: 5	SAQA ID: SP-210502	QCTO: 01-QCTO/SDP140225141650
Duration:	3 days	Credits:8
Contact Days:	Customise to client-specific needs and learner experience/level	
Target Market	Any person that wishes to be upskilled on how to manage conflict and understand different types of conflict. Conflict in the workplace negatively affects the productivity and quality of work. Effective and efficient management of conflict to create peace and harmony in the workplace is an essential skill.	

Purpose

Conflict in the workplace negatively affect the productivity and quality of work.

Effective and efficient management of conflicts to create peace and harmony in the workplace (on a prevention basis).

The purpose is to identify and manage the resolution of conflict between persons or parties in the workplace.

Entry requirements

NQF Level 4

Exit level outcomes

- Identify and describe the main sources of conflict.
- Distinguish types of conflicts
- Apply appropriate strategies to manage conflict.
- Resolve conflict using appropriate techniques in the workplace.
- Develop and implement follow up plans
- Compile conflict resolution reports

Programme outline

Knowledge Component

Topic 1: Sources of conflict.

Topic 2: Types of conflicts

Topic 3: Strategies for conflict management.

Topic 4: Techniques in conflict management.

Topic 5: Conflict consequences analysis

Topic 6: Emotional intelligence in conflict resolution

Topic 7: Components of Conflict Resolution

Application Component

Topic 1: Apply teamwork in conflict resolution process.

Topic 2: Profile a conflict at a workplace.

Topic 3: Analyse a conflict profile and determine the causes of conflict.

Topic 4: Determine and implement appropriate conflict management strategies.

Topic 5: Select and apply conflict resolution techniques.

Topic 6: Analyse and profile conflict consequences

Topic 7: Apply emotional intelligence in conflict resolution engagement.

Topic 8: Compile and implement conflict resolution follow up plan.

Topic 9: Compile conflict resolution report.

Assessment & Certification

- Learners are internally assessed throughout the programme
- A FISA will be conducted at the end of the internal assessment
- Internal moderation is completed
- Application to the QP for external verification is submitted
- Once EV is completed the statement of results and certificate will be distributed

Occupational Skills Programme: Workplace Based Practitioner

Level: 5	SAQA ID: SP-220322	QCTO: 01-QCTO/SDP140225141650
Duration:	5 days	Credits:30
Contact Days:	Customise to client-specific needs and learner experience/level	
Target Market	- Those wish to obtain certification as a Workplace Based Practitioner - Those who are involved human resource management or human development. - Those who are involved in training and skills planning, workplace skills planning, skills levy claims. - Those working towards SAQA 101321, Occupational Certificate: Training and Development Practitioner	

Purpose

This skills programme recognises the need for qualified practitioners that are competent in planning and facilitating work-based learning interventions. Within the scope of human development there is justifiable space for Work Based Learning and Development Practice, because of the nature of the context within the South African environment which favours skills development on the BEE score card.

Companies stand to gain incentives and favourable tax gains because of the extent to which a company invests in its workers and works towards the improvement of their skills and competencies. Work Based Learning and Development Practitioners can assist in this process.

A Work Based Learning and Development Practitioner plans for, conducts and administers work-based learning interventions.

Entry requirements

NQF Level 4 with communication

Exit level outcomes

Facilitate learning in an occupational context utilising adult learning principles and techniques.

- Planning of resources and logistics is conducive for efficient and effective learning.
- Preparations for the facilitation of learning is aligned to adult learning principles and techniques.
- Barriers to learning are dealt with, in the delivery of the learning intervention.
- Experience and prior learning are recognised during the delivery of the learning intervention.
- Guidance and support of learners enables them to define outcomes, clarify issues, manage expectations and identify learning paths and opportunities.
- The facilitation plan and process are adapted to meet contextual and learning dynamics.
- Active learning is facilitated according to contexts and learning styles, by drawing on appropriate learning methodologies.
- Facilitation is conducted in an organised manner that ensures the physical and psycho-social safety of the learners.

- Learner progress and effectiveness of the intervention is measured continuously, and feedback is provided.
- The dynamics of the learner group are managed in accordance with contextual requirements.
- Stakeholder feedback is reflected upon and is used to inform areas of continuous personal development and improvement.
 - o Ethical and professional practice is displayed when organisational procedures are followed.

Plan, implement and evaluate work-based learning interventions in an occupational context.

- Work based learning opportunities in work processes, are identified and aligned with learning outcomes required from the learners (including, but not limited to interns, students, mentees, coaches, employees, and apprentices).
- Work based learning is integrated with work processes through collaboration with stakeholders, to ensure minimal disruption.
- Learning is formulated as specific learning activities and associated targets and standards through a facilitated, collaborative process.
- Learner performance is evaluated and decisions on further development are made in accordance with evaluation reports.
- Learning evidence collection methods, tools and instruments are selected to meet contextual requirements.
- Documentation and records are completed and maintained in accordance with quality management system requirements.
- Interactive coaching sessions are structured, the delivery monitored, and feedback evaluated.
- Planning of resources and logistics is conducive to efficient and effective learning.
- Facilitation of learning is aligned to adult learning principles and techniques.
- Barriers to learning are dealt with, in the delivery of the learning intervention.

Programme outline

Knowledge Component

242401001-KM-04, Facilitation of learning in an occupational context, NQF Level 5, Credits 8

242401001-KM-07, Work based learning, NQF Level 5, Credits 6

Practical Component

242401001-PM-05, Facilitate experiential work-based learning, NQF Level 5, Credits 8

Workplace Component

242401001-WM-05, Facilitate a work-based learning and development process, NQF Level 5, Credits 8

Assessment & Certification

- Learners are internally assessed throughout the programme
- A FISA will be conducted at the end of the internal assessment
- Internal moderation is completed
- Application to the QP for external verification is submitted
- Once EV is completed the statement of results and certificate will be distributed

Occupational Skills Programme: Basic Emergency First Aid Responder

Level: 2	SAQA ID: SP-230801	QCTO: 01-QCTO/SDP150625185202
Duration:	2 days	Credits:2
Contact Days:	Customise to client-specific needs and learner experience/level	
Target Market	This Skills Programme is for persons required to assess the emergency and providing Basic Life Support and Basic First Aid in order to stabilise patients prior to transfer to the emergency services	

Purpose

The purpose of the skills programme is to build the capacity of a person to work function as a Basic First aid Provider. Basic first aid providers respond to emergency situations to provide efficient and immediate basic medical care to ill and injured persons during emergencies.

They use a limited range of equipment and operate within common and uncommon situations providing a basic first aid care service that falls within a strictly regulated scope of work as defined by various regulatory requirements.

Incumbents are also expected to continually remain updated on approved new practices and techniques.

Entry requirements

NQF Level 4 with communication

Exit level outcomes

- Demonstrate an understanding of emergency scene management
- Demonstrate an understanding of elementary anatomy and physiology
- Assess an emergency
- Apply First Aid procedures to the life-threatening situation
- Treat common injuries

Programme outline

Knowledge Component

900232-000-00-KM-01 Fundamental Concepts and Principles of Basic Emergency First Aid, NQF Level 2, Credits 1

KM-01-KT01: Fundamental Principles and Objectives of Basic Emergency First Aid. 10%

KM-01-KT02: Applied Basic Emergency First Aid 20%

KM-01-KT03: Basic Fundamentals of Human Anatomy and Physiology. 30%

KM-01-KT04: Principles of recognising injuries and illnesses and providing appropriate basic emergency first aid treatment. 40%

Practical Component

900232-000-00-PM-01 Provide Basic Emergency First Aid, NQF Level 2, Credits 1.

PM-01-PS01: Assess and manage an emergency

- PA0101: Assess an emergency incident scene and make it safe for entry and delivery of basic first aid.
- PA0102: Assess and manage patients with breathing difficulties:
Perform CPR, use an AED, and manage a choking patient.
- PA0103: Assess and manage bleeding, wounds, and burns.
- PA0104: Assess and manage unconsciousness, and place patients in the recovery position
- PA0105: Assess and manage traumatic injuries:
Including fractures, or shock.
- PA0106: Communicate with the patient and stakeholders
- PA0107: Hand over the patient to emergency medical service personnel with documentation
- PA0108: Perform post incident cleanup of the scene

Assessment & Certification

- Learners are internally assessed throughout the programme
- A FISA will be conducted at the end of the internal assessment
- Internal moderation is completed
- Application to the QP for external verification is submitted
- Once EV is completed the statement of results and certificate will be distributed

Occupational Certificate: Project Manager

NQF Level: 5	SAQA ID: 101869	QCTO: 01-QCTO/SDP240221-658
Qualification Duration:	18 to 24 Months	Credits: 240
Contact Days:	Customise to client-specific needs and learner experience/level	
Target Market	This qualification presents a competency framework appropriate for South African contexts and was developed and closely benchmarked against international standards. It establishes a national standard for the training of fully qualified Project Managers and is closely aligned with international best practice.	

Recommended entry requirements

Learners should be competent in the following:

- Communication at NQF Level 4 or equivalent.
- Mathematical Literacy at NQF Level 4 or equivalent.
- Computer Literacy at NQF Level 4 or equivalent

Purpose

The purpose of this qualification is to address the project and general threshold competencies required to manage simple to moderately complex projects.

A Project Manager who is competent at managing a project at NQF Level 5 may not be able to produce the expected results in the context of a higher-level competency project (NQF Level 6).

The Global Project Management Standards Initiative has developed an approach to differentiating projects based on their management complexity. This is used as input to the specification of the South African project management qualifications and standards. Project Managers are the people in charge of a specific project or projects within a company or a government entity and any small- or large-scale development project requires high quality project management skills.

Project Managers however can work in a variety of fields, from Information and Communication Technology, Human Resources, Advertising, Marketing, Construction and more.

A project manager operating at NQF Level 5 may act as a full-time manager or be involved in the product design and development work as well as the project management work. i.e., technical specialist and project manager. They tend to be hands on often with little or no administrative support in the project management processes and resultant outcomes. Typically, the organisation will have set up expectations and rules and procedures to be used on the project before it is given to the project manager. The project manager may well be working with a more senior person regarding interfaces with clients and stakeholders, gate reviews and closure of the project. Their projects are of a simple to moderately complex nature, the ranges below describe this further:

Exit level outcomes

On completion the learners will be able to:

- Initiate a project to address specific project objectives.
- Plan and prepare the delivery of a project.
- Execute and control the delivery of a project management plan.
- Manage the project close-out process

This qualification is made up of the following modules:

Knowledge Modules:

- 121905000-KM-01, Introductory studies for Project Managers, NQF Level 5, Credits 4
- 121905000-KM-02, Project Integration Management, NQF Level 5, Credits 4
- 121905000-KM-03, Project scope management, NQF Level 5, Credits 8
- 121905000-KM-04, Project Time Management, NQF Level 5, Credits 8
- 121905000-KM-05, Project Cost Management, NQF Level 5, Credits 8
- 121905000-KM-06, Project Quality Management, NQF Level 5, Credits 8
- 121905000-KM-07, Project Human Resource Management, NQF Level 5, Credits 8
- 121905000-KM-08, Project Communications Management, NQF Level 05, Credits 8
- 121905000-KM-09, Project Risk Management, NQF Level 05, Credits 8
- 121905000-KM-10, Project Procurement Management, NQF Level 05, Credits 8
- 121905000-KM-11, Project Stakeholder Management, NQF Level 05, Credits 8

Total number of credits for Knowledge Modules: 80

Practical Skill Modules:

- 121905000-PM-01, Initiate a project, NQF Level 5, Credits 4
- 121905000-PM-02, Plan and develop a project management approach and scope statement, NQF Level 05, Credits 8
- 121905000-PM-03, Plan and develop a project timeline and schedule, NQF Level 05, Credits 8
- 121905000-PM-04, Plan for and project the cost of a project, NQF Level 05, Credits 8
- 121905000-PM-05, Plan project management systems, NQF Level 05, Credits 8
- 121905000-PM-06, Monitor and control the scope of a project, NQF Level 05, Credits 8
- 121905000-PM-07, Control the project delivery schedules and costs, NQF Level 05, Credits 8
- 121905000-PM-08, Control the project quality, NQF Level 05, Credits 8
- 121905000-PM-09, Manage and control the human resources of a project, NQF Level 05, Credits 8
- 121905000-PM-10, Conduct and control project communication and stakeholder interaction, NQF Level 05, Credits 8
- 121905000-PM-11, Manage and control project risks, NQF Level 05, Credits 8
- 121905000-PM-12, Manage and control project procurement activities, NQF Level 05, Credits 8
- 121905000-PM-13, Manage and control project close-out activities, NQF Level 05, Credits 8

Total number of credits for Practical Skill Modules: 100

This qualification also requires the following Work Experience Modules:

- 121905000-WM-01, Attend to project initiation management processes, NQF Level 05, Credits 10
- 121905000-WM-02, Attend to project planning processes, NQF Level 5, Credits 20
- 121905000-WM-03, Attend to project execution and control processes, NQF Level 05, Credits 20
- 121905000-WM-04, Attend to project close out processes, NQF Level 5, Credits 10

Total number of credits for Work Experience Modules: 60

The programme is scheduled into 12 modules as follows and will be covered over a period of 18 - 12 months:

1. Introduction to project management
2. Project structures, initiation, and stakeholder commitment
3. Project feasibility management
4. Project scope management
5. Project risk management
6. Project scheduling management
7. Project cost management
8. Project time management
9. Project resource management
10. Project quality management
11. Project communication management
12. Project systems management

Internal assessment:

Portfolio of evidence will be submitted within two months after the training of each module. Assessment is conducted by a SME throughout the programme implementation, including formative and summative assessment. The workplace modules are included in the SME deliverables. Results are recorded and mock examinations forms part of the assessment activities, to ensure the successful application for each learner to write their EISA at an accredited assessment centre. Once the learner is deemed competent and ready for the EISA, Afri issue statement of results and apply to the QP for a credible assessment centre on behalf of the learner.

External Integrated Summative Assessment (EISA):

The external integrated summative assessment (EISA) conducted through the relevant QCTO Assessment Quality partner is required for the issuing of this qualification. The external integrated summative assessment will focus on the exit level outcomes and associated assessment criteria. The external assessment will be conducted through a theoretical assessment by an assessor registered by the AQP at approved assessment centres.

Certification:

The QCTO will issue the certificate to successful candidates after completion of the EISA.

Occupational Certificate: Supply Chain Practitioner

NQF Level: 5	SAQA ID: 110942	QCTO: 01-QCTO/SDP190324094901
Qualification Duration:	18 Months	Credits: 180
Contact Days:	Customise to client-specific needs and learner experience/level	
Target Market	Learners with a National Qualifications Authority (NQF) Level 4 qualification or persons who have been working in the supply chain wanting to formalise their skills and knowledge as an entry into a career path leading to international recognition.	

Recommended entry requirements

Learners should be competent in the following:

- NQF level 4 qualification with mathematical literacy

Purpose

The purpose of this qualification is to provide the required knowledge, practical skills, and workplace-based learning experience to prepare a learner to operate as a Supply Chain Practitioner. A Supply Chain Practitioner develops operational schedules and action plans to coordinate service delivery in the supply chain in accordance with customer/end user requirements and performance objectives and manages relationships with customer/end user and suppliers.

Rationale:

Supply chain management covers several disciplines and occupations in the fields of procurement, logistics and sales. For any organisation or company to have an efficient and cost-effective supply chain require strategic and tactical planning and coordination across the fields of procurement, logistics and sales.

The importance of a progression path in support of continuous professional development within the supply chain, aligned to requirements of international professional bodies in this sector, becomes increasingly important in a global environment.

This qualification reflects the needs of the international professional bodies and focus on the development and coordinated implementation of operational schedules within an integrated supply chain system.

Qualified Supply Chain Practitioners are critical to the on-going performance and improvement of South African supply chain systems in both the public and private sectors.

On completion of the qualification job opportunities would be available in both the public and private sector locally and internationally and provide opportunities for career pathways and life-long learning.

Employers both in the public and private sector will benefit from appointing qualified workers in terms of increased productivity and ability to be competitive in the local and international market.

Exit level outcomes

On completion the learners will be able to:

- Develop and coordinate operational schedules for supply chain operational plans.
- Monitor execution of supply chain operational schedules.

This qualification is made up of the following modules:

Knowledge Modules:

- 333905-000-01-00-KM-01, Introduction to Supply Chain Management, Level 5, 10 Credits.
- 333905-000-01-00-KM-02, Demand Execution Management Operations, Level 5, 10 Credits.
- 333905-000-01-00-KM-03, Transport and Distribution Operations, Level 5, 10 Credits.
- 333905-000-01-00-KM-04, Inventory Management, Level 5, 10 Credits.
- 333905-000-01-00-KM-05, Warehousing and Facilities Operations, Level 5, 10 Credits.
- 333905-000-01-00-KM-06, Production Operations, Level 5, 10 Credits.
- 333905-000-01-00-KM-07, Procurement Operations, Level 5, 10 Credits.
- 333905-000-01-00-KM-08, Returns Management, Level 5, 7 Credits.
- 333905-000-01-00-KM-09, Performance and Contract Management and Improvement of Operations, Level 5, 7 Credits.

Total number of credits for Knowledge Modules: 84

Practical Skill Modules:

- 333905-000-01-00-PM-01, Translate Operational Plans and Performance Objectives into Operational Schedules for the Supply Chain, Level 5, 13 Credits.
- 333905-000-01-00-PM-02, Coordinate and Implement Supply Chain Operational Schedules, Level 5, 13 Credits.
- 333905-000-01-00-PM-03, Manage Contract Implementation and Service Level Agreements, Level 5, 10 Credits.
- 333905-000-01-00-PM-04, Monitor Implementation of Demand Execution and Customer Relationship Activities, Level 5, 8 Credits.
- 333905-000-01-00-PM-05, Monitor Execution of Operational Activities for Transportation, Warehousing and Production, Level 5, 11 Credits.
- 333905-000-01-00-PM-06, Monitor Operational Procurement Related Activities, Level 5, 5 Credits.

Total number of credits for Practical Skill Modules: 60.

This qualification also requires the following Work Experience Modules:

- 333905-000-01-00-WM-01, Operational Scheduling and Coordination Processes, Level 5, 22 Credits.
- 333905-000-01-00-WM-02, Processes for Monitoring and Evaluating Operational Plans, Level 5, 14 Credits.

Total number of credits for Work Experience Modules: 36.

Internal assessment:

Portfolio of evidence will be submitted within two months after the training of each module. Assessment is conducted by a SME throughout the programme implementation, including formative and summative assessment. The workplace modules are included in the SME deliverables. Results are recorded and mock examinations forms part of the assessment activities, to ensure the successful application for each learner to write their EISA at an accredited assessment centre. Once the learner is deemed competent and ready for the EISA, Afri issue statement of results and apply to the QP for a credible assessment centre on behalf of the learner.

External Integrated Summative Assessment (EISA):

The external integrated summative assessment (EISA) conducted through the relevant QCTO Assessment Quality partner is required for the issuing of this qualification. The external integrated summative assessment will focus on the exit level outcomes and associated assessment criteria. The external assessment will be conducted through a theoretical assessment by an assessor registered by the AQP at approved assessment centres.

Certification:

The QCTO will issue the certificate to successful candidates after completion of the EISA.

Occupational Certificate: Dispatching and Receiving Clerk

NQF Level: 3	SAQA ID: 99446	QCTO / WRSETA
Qualification Duration:	25 Days	Credits: 34
Contact Days:	Customise to client-specific needs and learner experience/level	
Target Market	This qualification is aimed at anyone that is involved in recording the receipt of goods into a business and the dispatching of goods from a business while minimising losses to the establishment and maintaining stock records.	

Recommended entry requirements

Learners should be competent in the following:

- At NQF Level 2.

Purpose

The purpose of this qualification is to prepare learners to operate as Dispatching and Receiving Clerks. A Dispatching and Receiving Clerk records goods received into a business and the dispatch of goods from a business while minimising losses to the establishment and maintaining stock records.

A qualifying learner will be able to:

- Receive deliveries of stock into the business.
- Dispatch stock from the business.

The qualification has two clear focus areas which may be offered as part qualifications, these are "Dispatch Clerk" and the Receiving Clerk" part qualifications. The constituent modules for each are detailed in the qualification notes

Rationale:

In the wholesale and retail industry, the financial value of a business is usually made up of two aspects, cash and the actual value of the stock held by the business. One of the major problems faced by wholesale and retail businesses is shrinkage (losses) which to a large extent takes place in the receiving and dispatch department. Most dispatch clerks working in these departments are not adequately trained for the task. According to sector skills plans, this would be an ideal place to recruit learners for this occupation. The career opportunities within the wholesale and retail environment include several other occupations e.g. store person, supervisor and visual merchandiser (also known as window dressers or display assistants).

South African retail businesses are continually trying to implement measures to reduce shrinkage, and this qualification will go a long way in achieving this aim in the area when a large proportion of store shrinkage takes place. Skilled receiving and dispatch clerks in the wholesale and retail industry will contribute to the development of necessary skills required by the industry in accordance with the sector skills plans.

Exit level outcomes

On completion the learners will be able to:

- Receive stock and record the receipt in a manner that minimises losses and maintains accurate stock records.
- Dispatch stock and record the dispatch in a manner that minimises losses and maintains accurate stock records.

This qualification is made up of the following modules:

Knowledge Modules:

- 432102000-KM-01, The receiving and dispatch environment, Level 2, 4 Credits.
- 432102000-KM-02, Concepts of shrinkage and losses, Level 3, 2 Credits.
- *432102000-KM-03, Principles of receiving and checking deliveries, Level 3, 4 Credits.
- *432102000-KM-04, Principles of dispatching stock, Level 3, 2 Credits.

Total number of credits for Knowledge Modules: 12.

Practical Skill Modules:

- *432102000-PM-01, Receive stock, Level 3, 2 Credits.
- *432102000-PM-02, Prepare items for dispatch, Level 3, 2 Credits.
- 432102000-PM-03, Prevent shrinkage and losses, Level 3, 3 Credits

Total number of credits for Practical Skill Modules: 7.

This qualification also requires the following Work Experience Modules:

- *432102000-WM-01, Processes and procedures for receiving stock, Level 3, 8 Credits.
- *432102000-WM-02, Processes and procedures for dispatching stock, Level 3, 7 Credits.

Total number of credits for Work Experience Modules: 15.

Internal assessment:

Integrated Formative Assessment:

The skills development provider will use the curriculum to guide them on the stipulated internal assessment criteria and weighting. They will also apply the scope of practical skills and applied knowledge as stipulated by the internal assessment criteria. This Formative Assessment leads to entrance into the integrated external Summative Assessment.

Associated Assessment Criteria for Exit Level Outcome 1:

- The delivery note stock being delivered and the order are compared and verified.
- All variances or discrepancies are correctly identified and recorded as per the variances given in the documentation.
- The best method of moving the stock is identified based on the characteristics of the given stock.
- Good and bad shrinkage control is identified with practical recommendations to improve areas of bad shrinkage control.

Associated Assessment Criteria for Exit Level Outcome 2:

- A dispatch advice is completed listing all the required details of the stock to be dispatched along with details of the receiver.
- Appropriate packaging material is recommended based on the characteristics of the stock being dispatched.
- Good and bad shrinkage control are identified and practical recommendations to improve areas of bad shrinkage control are made.

External Integrated Summative Assessment (EISA):

An external integrated summative assessment, conducted through the relevant Quality Council for Trades and Occupations (QCTO) Assessment Quality Partner is required for the issuing of this qualification. The external Integrated Summative Assessment will focus on the Exit Level Outcomes and associated assessment criteria. The external assessment will consist of a set of written responses (paper or on-line) which will test the learner's ability to communicate, solve problems and make decisions in relation to a set of typical situations and circumstances which are encountered when receiving stock into a store and dispatching stock from a store. The assessment will be conducted over a period of one day at a QCTO accredited assessment centre.

Certification:

The QCTO will issue the certificate to successful candidates after completion of the EISA.

Occupational Certificate: Shelf Filler

NQF Level: 2	SAQA ID: 118731	QCTO / WRSETA
Qualification Duration:	20 Days	Credits: 27
Contact Days:	Customise to client-specific needs and learner experience/level	
Target Market	This qualification is aimed for anyone that stock shelves and display areas and keep stock clean and in order in supermarkets and other retail and wholesale shops.	

Recommended entry requirements

Learners should be competent in the following:

- At NQF Level 2.

Purpose

The purpose of this part qualification is to prepare a learner to function as a Shelf Filler.

A Shelf Filler applies merchandising principles and conducts merchandising activities to maintain display areas and fill shelves in compliance with company and safety standards.

A qualified learner will be able to:

- Prepare for merchandising of stock according to store procedures.
- Merchandise stock by creating displays and maintaining stock levels.
- Conduct stock count activities in compliance with company and safety standards.

Qualified learners will be mainly employed in the wholesale and retail sector at stores, which range from distribution centres, warehouse stores, supermarkets, speciality stores, department stores and spaza shops.

Rationale:

Learners achieving this part qualification will have skills and competencies expected for shelf filling practices in wholesale and retail stores. Competencies will include displaying stock attractively, check and replenish stock to maintain stock levels needed in the store whereby providing excellent customer service.

This part qualification is aimed at two groups of learners, which include school leavers as well as employees working in the retail and wholesale sector without formal qualifications, who have gained learning on the job training.

Wholesale and Retail customers are increasingly calling for high level of a customer satisfaction. The industry will benefit through skilled employees who are able to maintain attractive displays and maintain stock levels or products and produce in the store whereby ensuring customer satisfaction, improved image of the business and increased sales.

Upskilling of employees and learners will enhance confidence and self-worth. This qualification provides learners in the wholesale and retail sectors with employment opportunities to work across different retail career pathways.

The stakeholders in various regions within wholesale and retail industry supported and endorsed development process of Shelf Filler part qualification.

Exit level outcomes

On completion the learners will be able to:

- Understand and interpret store planogram.
- Display replenishes shelves and merchandise according to merchandising requirements and standards whereby minimizing stock shrinkage

This qualification is made up of the following modules:

Knowledge Modules:

- 833401-000-00-KM-01 Merchandising and Replenishment in Wholesale and Retail Stores, Level 2, 4 Credits.
- 833401-000-00-KM-02 Basic Stock Control Principles, Level 2, 1 Credit.
- 833401-000-00-KM-03 Compliance with Standards in Wholesale and Retail Stores, Level 1, 1 Credit.

Total number of credits for Knowledge Modules: 6.

Practical Skill Modules:

- 833401-000-00-PM-01 Prepare for Merchandising of Stock, Level 2, 2 Credits.
- 833401-000-00-PM-02 Merchandise Stock According to Store Planogram/Wire Diagram, Level 2, 2 Credits.
- 833401-000-00-PM-03 Count Stock, Level 2, 2 Credits.

Total number of credits for Practical Skill Modules: 6.

This qualification also requires the following Work Experience Modules:

- 833401-000-00-WM-01 In-store Preparation for Merchandising, Level 2, 7 Credits.
- 833401-000-00-WM-02 In-store Merchandising Procedures, Level 2, 7 Credits.
- 833401-000-00-WM-03 In-store Stock Counting, Level 2, 1 Credit.

Total number of credits for Work Experience Modules: 15.

Internal assessment:

Integrated Formative Assessment. The Skills Development Provider will use the curriculum to guide them on the stipulated internal assessment criteria and weighting. They will also apply the scope of practical skills and applied knowledge as stipulated by the internal assessment criteria. This formative assessment leads to entrance into the integrated external summative assessment.

Associated Assessment Criteria for Exit Level Outcome 1:

- Merchandise goods for display (everyday merchandising) according to the store planogram and maintain displays.
- Apply stock rotation and replenishment principles and methods in the perishable goods department to maintain stock levels and quality.
- Dispose expired and damaged stock in compliance with legislation and safety requirement.
- Create and maintain displays for special events by applying merchandising principles.

Associated Assessment Criteria for Exit Level Outcome 2:

- Interpret instructions for stock counts.
- Check and sort stock for stock counts purposes according to organisational counting requirements.
- Conduct counting and recording of stock apply procedures for correcting errors.
- Apply housekeeping procedures to maintain store appearance and hygiene.

External Integrated Summative Assessment (EISA):

The occupational qualification is assessed externally through an appropriate nationally standardised integrated summative assessment. An external integrated summative assessment, conducted through the relevant QCTO Assessment Quality Partner is required for the issuing of this qualification. The external integrated summative assessment will focus on the Exit Level Outcomes and Associated Assessment Criteria.

The external assessment will consist of a combination of a written assessment (paper or on-line) and the assessment of evidence produced during the workplace experience. The evidence produced during the workplace experience will be assessed at an approved assessment site. The written assessment will be conducted over a period of 3 hours at an approved assessment site.

Certification:

The QCTO will issue the certificate to successful candidates after completion of the EISA.

Occupational Certificate: Visual Merchandiser

NQF Level: 3	SAQA ID: 99688	QCTO / WRSETA
Qualification Duration:	25 Days	Credits: 30
Contact Days:	Customise to client-specific needs and learner experience/level	
Target Market	This qualification is aimed for anyone that wants to be involved with the planning, the development and displaying of merchandise visually to create and maintain interest in the chosen market and promote sales.	

Recommended entry requirements

Learners should be competent in the following:

- At NQF Level 2 with mathematical literacy and communication.

Purpose

The purpose of this qualification is to prepare a learner to operate as a Visual Merchandiser.

A Visual Merchandiser plans, develops and displays merchandise visually to create and maintain interest in the chosen target market and promote sales.

A qualified learner will be able to:

- Develop and implement visual merchandising plans.
- Merchandise stock visually.
- Maintain and evaluate visual merchandising displays.

Rationale:

Visual Merchandising is a scarce skill in South Africa. Feedback from stakeholders of the Wholesale and Retail SETA identified Visual Merchandisers as critical to the success of any wholesale and retail business.

A successful retailing business requires that a distinct and consistent image be created in customer's minds, permeating all product and service offerings. Visual Merchandising can help create a positive customer image of the business and its products that leads to successful sales. It not only communicates the stores image but also reinforces the retail outlet's advertising efforts. It also encourages impulse buying and thus a role such as this requires a competent Visual Merchandiser.

This qualification empowers learners with technical skills to improve the merchandising image of an outlet. Adequate application of the outcomes of this qualification can lead to improved economic conditions for the wholesale and retail sector.

Exit level outcomes

On completion the learners will be able to:

- Develop visual merchandising plan/action plan.
- Set up and dismantle visual merchandising displays.
- Maintain and evaluate visual merchandising displays.

This qualification is made up of the following modules:

Knowledge Modules:

- 343203000-KM-01: Concepts and principles of developing visual merchandising plans, Level 3, Credits 4.
- 343203000-KM-02: Concepts and principles of implementing visual merchandising plans/action plans, Level 3, Credits 3.
- 343203000-KM-03: Concepts and principles of maintaining and evaluating visual merchandising displays, Level 3, Credits 2.

Total number of credits for Knowledge Modules: 9.

Practical Skill Modules:

- 343203000-PM-01: Develop and prepare an action plan for the implementation of visual merchandising plans/displays/windows, Level 3, Credits 2.
- 343203000-PM-02: Dress the display/window, Level 3, Credits 2.
- 343203000-PM-03: Maintain and evaluate visual merchandising displays, Level 3, Credits 2.

Total number of credits for Practical Skill Modules: 6.

This qualification also requires the following Work Experience Modules:

- 343203000-WM-01: Processes and procedures for setting up visual merchandising displays, Level 3, Credits 10.
- 343203000-WM-02: Processes and procedures for maintaining and evaluating visual merchandising displays, Level 3, Credits 5.

Total number of credits for Work Experience Modules: 15.

Internal assessment:

Integrated Formative Assessment: The skills development provider will use the curriculum to guide them on the stipulated internal assessment criteria and weighting. They will also apply the scope of practical skills and applied knowledge as stipulated by the internal assessment criteria. This formative assessment leads to entrance into the integrated external summative assessment.

Associated Assessment Criteria for Exit Level Outcome 1:

- Various principles of visual Merchandising to be adhered to when developing Visual Merchandising plans are explained with examples that are appropriate to the given scenario.
- Visual Merchandising action plans developed by the learner are in line with the promotional strategy given in the scenario.
- Given Visual Merchandising plans are adapted to the given scenario requirements.
- Appropriate fixtures and display carriers are chosen for the given scenario and the impact they have on enhancing Visual Merchandising is explained.

Associated Assessment Criteria for Exit Level Outcome 2:

- Display area is prepared according to organisational requirements.
- Stock is gathered according to the Visual Merchandising display plan.
- Props, fixtures and display carriers used are appropriate for the merchandise to be displayed.
- Appropriate ticketing and signage are used for the display and the merchandise.
- Display equipment from set up to dismantling is handled in a safe manner that minimises damage and maintains safety of the staff as well as customers.

Associated Assessment Criteria for Exit Level Outcome 3:

- The importance of maintaining Visual Merchandising displays is explained in a manner that highlights principles to be adhered to when maintaining displays (such as replenishing stock on the display, what should be done to the display if stock is not available to ensure it still meets visual merchandising plan requirements).
- A display is evaluated for compliance with the Principles of Visual Merchandising.
- The impact of the display is evaluated taking into consideration its impact in growth of sales.
- Where the Visual Merchandising display did not have the desired impact, solutions and recommendations given are appropriate and practical without compromising Visual Merchandising principles.

External Integrated Summative Assessment (EISA):

An external integrated summative assessment, conducted through the relevant Quality Council for Trades and Occupations (QCTO) Assessment Quality Partner is required for the issuing of this qualification. The external integrated summative assessment will focus on the Exit Level Outcomes and Associated Assessment Criteria. The external assessment will consist of a set of written responses (paper or on-line) which will test the learner's ability to develop visual merchandising plans/action plans, setting up and maintaining visual merchandising displays. The written assessment will be conducted over a period of four hours at a QCTO accredited assessment centre. The assessment will be conducted by a registered assessor.

Certification:

The QCTO will issue the certificate to successful candidates after completion of the EISA.

Occupational Certificate: Retail Chain Store Manager

NQF Level: 5	SAQA ID: 103150	QCTO: 01-QCTO/SDP020424111128
Qualification Duration:	10 – 12 Months	Credits: 106
Contact Days:	Customise to client-specific needs and learner experience/level	
Target Market	Learners with a National Qualifications Authority (NQF) Level 4 qualification or persons who have been working in the supply chain wanting to formalise their skills and knowledge as an entry into a career path leading to international recognition. Typical learners would include unemployed persons with grade 12 attending Universities or Technical and Vocational Education and Training colleges, employed learners moving from a supervisory position into store management.	

Recommended entry requirements

Learners should be competent in the following:

- National Senior Certificate (NSC) / National Vocational (Certificate) (NC (V)) at Level 4.

Purpose

The purpose of this qualification is to equip a learner with the knowledge, skills, and competencies to perform duties as a Retail Chain Store Manager.

A Retail Chain Store Manager manages the functions of a branch of a retail chain organisation.

The industry feels that the qualification will serve to equip qualifying learners with the fundamental skills and attitude necessary to:

- Manage retail chain store operational processes.
- Maintain retail chain store stakeholder relations.
- Implement plans to improve sales in a retail chain store.
- Manage risk and maintain assets in a retail chain store.

A qualified learner will be able to:

- Lead teams to achieve retail chain store operational objectives.
- Manage service standards of a retail chain store.
- Manage stock control in a retail chain store.
- Improve the financial performance of a retail chain store.

Rationale:

Feedback from the Wholesale and Retail sector have identified the positions of Retail Chain Store Manager to be a scarce skill. It is also identified as a national scarce skill.

Exit level outcomes

On completion the learners will be able to:

- Maintain or improve customer service standards in a retail chain store.
- Manage stock levels.
- Manage retail chain store operations.
- Minimise shrinkage and losses in a retail chain store.
- Plan to improve the bottom-line contribution of a retail chain store.

This qualification is made up of the following modules:

Knowledge Modules:

- 142103001-KM-01, Concept and principles of retail operations management - NQF Level 5 - Credits 4
- 142103001-KM-02, Concept and principles of communication in retail - NQF Level 4 - Credits 4
- 142103001-KM-03, Concepts and principles of leading teams in a retail chain store environment - NQF Level 5 - Credits 7
- 142103001-KM-04, Concept and principles of managing service standards of a retail chain store - NQF Level 5 - Credits 2
- 142103001-KM-05, Concepts and principles of stock control in a retail chain store - NQF Level 5 - Credits 3
- 142103001-KM-06, Concept and principles of implementing promotional activities in a retail chain store - NQF Level 5 - Credits 3
- 142103001-KM-07, Concept and principles of improving the financial performance of a retail chain store - NQF Level 5 - Credits 3

Total number of credits for Knowledge Modules: 26

Practical Skill Modules:

- 142103001-PM-01 Manage retail chain store employee performance, Level 5, 3 Credits.
- 142103001-PM-02 Manage retail chain store operational processes, Level 5, 2 Credits.
- 142103001-PM-03 Manage retail chain store service standards, Level 5, 2 Credits.
- 142103001-PM-04 Maintain effective retail chain store stakeholder relations, Level 5, 2 Credits.
- 142103001-PM-05 Manage stock control in a retail chain store, Level 5, 3 Credits.
- 142103001-PM-06 Propose improvements to a retail chain store's range and layout, Level 5, 2 Credits.
- 142103001-PM-07 Implement plans to improve sales in a retail chain store, Level, 2 Credits.
- 142103001-PM-08 Implement plans to improve a retail chain store's financial performance Level 5, 2 Credits.
- 142103001-PM-09 Manage risk and maintain assets in a retail chain store, Level 5, 3 Credits.

Total number of Credits for Practical Skill Modules: 21.

This qualification also requires the following Work Experience Modules:

- 142103001-WM-01 Processes and procedures for planning and implementing retail chain store operations Level 5, 9 Credits.
- 142103001-WM-02 Processes and procedures for leading teams in a retail chain store environment Level 4, 8 Credits.
- 142103001-WM-03 Processes and procedures for managing retail chain store service standards Level 5, 8 Credits.
- 142103001-WM-04 Processes and procedures for maintaining effective retail chain store stakeholder relations Level 5, 4 Credits.
- 142103001-WM-05 Processes and procedures for managing stock levels and influencing store range and layout, Level 5, 8 Credits.
- 142103001-WM-06 Processes and procedures for improving the retail chain store's bottom line, Level 5, 8 Credits.
- 142103001-WM-07 Processes and procedures for managing sales and promotional activities, Level 5, 6 Credits.
- 142103001-WM-08 Processes and procedures for managing risk and maintaining assets in a retail chain store, Level 5, 8 Credits. **Total number of Credits for Work Experience Modules: 59.**

Internal assessment:

Portfolio of evidence will be submitted within two months after the training of each module. Assessment is conducted by a SME throughout the programme implementation, including formative and summative assessment. The workplace modules are included in the SME deliverables. Results are recorded and mock examinations forms part of the assessment activities, to ensure the successful application for each learner to write their EISA at an accredited assessment centre. Once the learner is deemed competent and ready for the EISA, Afri issue statement of results and apply to the QP for a credible assessment centre on behalf of the learner.

External Integrated Summative Assessment (EISA):

The external integrated summative assessment (EISA) conducted through the relevant QCTO Assessment Quality partner is required for the issuing of this qualification. The external integrated summative assessment will focus on the exit level outcomes and associated assessment criteria. The external assessment will be conducted through a theoretical assessment by an assessor registered by the AQP at approved assessment centres. The written assessment will be conducted over a period of one day at a QCTO accredited assessment.

Certification:

The QCTO will issue the certificate to successful candidates after completion of the EISA.

Occupational Certificate: Store Person

NQF Level: 2	SAQA ID: 99703	QCTO: 01-QCTO/SDP020424111128
Qualification Duration:	25 Days	Credits: 41
Contact Days:	Customise to client-specific needs and learner experience/level	
Target Market	This qualification is aimed for store personnel that work in retail stores as Pickers or Pullers, general assistants or it can be for Store Persons working in stock storage areas or in the distribution centres or warehouses.	

Recommended entry requirements

Learners should be competent in the following:

- At NQF Level 1 with Mathematics and Communication.

Purpose

The purpose of this qualification is to prepare a learner to operate as a Store Person.

A Store Person moves, packs, picks, and maintains stock in a stock storage area.

A qualified learner will be able to:

- Move and pack stock using specific methods and equipment for different types of stock.
- Pick and count stock in a stock storage area.
- Maintain a safe stock storage area.

Rationale:

This qualification is aimed for store personnel that work in retail stores as Pickers or Pullers, general assistants or it can be for Store Persons working in stock storage areas or in the distribution centres or warehouses.

This qualification will not only have an impact on the learners but will also have an impact on society and the economy because wholesale and retail businesses will be able to function more effectively with trained staff members who have the knowledge, skills, and work experience to handle stock carefully.

Stock in a wholesale or retail business represents cash tied up in the business and employees are required to have the necessary skills to be able to minimise losses when packing, moving, picking, counting, and maintaining stock.

This will in effect contribute positively to the profitability of these businesses.

Exit level outcomes

On completion the learners will be able to:

- Move and pack away stock safely in a stock storage area.
- Pick stock from a stock storage area.
- Count stock accurately.
- Apply housekeeping standards when maintaining a stock storage area so that losses are minimised.

This qualification is made up of the following modules:

Knowledge Modules:

- 833402000-KM-01, Concepts of moving and packing stock in a stock storage area, Level 2, 3 Credits.
- 833402000-KM-02, Concepts and methods of picking and counting stock, Level 2, 3 Credits.
- 833402000-KM-03, Principles of maintaining a stock storage area, Level 2, 3 Credits.

Total number of credits for Knowledge Modules: 9.

Practical Skill Modules:

- 833402000-PM-01, Move stock in and out of stock storage areas, Level 2, 3 Credits.
- 833402000-PM-02, Pack stock in a stock storage area, Level 2, 3 Credits.
- 833402000-PM-03, Pick stock from a stock storage area, Level 2, 3 Credits.
- 833402000-PM-04, Count stock, Level 2, 2 Credits.
- 833402000-PM-05, Maintain the stock storage area, Level 2, 2 Credits.

Total number of credits for Practical Skill Modules: 13.

This qualification also requires the following Work Experience Modules:

- 833402000-WM-01, Processes and procedures for moving and packing different types of stock, Level 2, 9 Credits.
- 833402000-WM-02, Processes and procedures for picking and counting stock, Level 2, 6 Credits.
- 833402000-WM-03, Processes and procedures for performing housekeeping, maintaining a safe stock storage area, Level 2, 4 Credits.

Total number of credits for Work Experience Modules: 19.

Internal assessment:

Portfolio of evidence will be submitted within two months after the training of each module. Assessment is conducted by a SME throughout the programme implementation, including formative and summative assessment. The workplace modules are included in the SME deliverables. Results are recorded and mock examinations forms part of the assessment activities, to ensure the successful application for each learner to write their EISA at an accredited assessment centre. Once the learner is deemed competent and ready for the EISA, Afri issue statement of results and apply to the QP for a credible assessment centre on behalf of the learner.

External Integrated Summative Assessment (EISA):

An external integrated summative assessment, conducted through the relevant Quality Council for Trades and Occupations (QCTO) Assessment Quality partner is required for the issuing of this qualification. The external integrated summative assessment will focus on the Exit Level Outcomes and Associated Assessment Criteria. The external assessment model requires that the external assessment will be conducted by means of a combination of a written assessment (paper or online) at an approved assessment site and the external assessment of the evidence produced during the Workplace Experience at an approved assessment site by an Assessment Quality Partner (AQP) registered assessor. The assessments will test the candidate's ability to communicate, solve problems and make decisions in relation to a set of typical situations and circumstances which are encountered stock storage area when moving, packing, picking, counting, and maintaining stock and the ability to pack, pick and count stock in a stock storage area while minimising losses.

Certification:

The QCTO will issue the certificate to successful candidates after completion of the EISA.

Occupational Certificate: Service Station Attendant

NQF Level: 2	SAQA ID: 99708	QCTO: 01-QCTO/SDP020424111128
Qualification Duration:	5 – 10 Days	Credits: 28
Contact Days:	Customise to client-specific needs and learner experience/level	
Target Market	This qualification gives lower-level skilled individuals the opportunity to learn service station related competencies.	

Recommended entry requirements

Learners should be competent in the following:

- At NQF Level 1 with Mathematics and Communication.

Purpose

The purpose of this qualification is to prepare a learner to operate as a Service Station Attendant. A Service Station Attendant sells and dispenses fuel, lubricants and other accessories, and other automotive accessories, and performs minor checks on motor vehicles at a service station and processes payments.

A qualified learner will be able to interact with customers on a forecourt and implement forecourt operations.

Rationale:

One of the central objectives of the National Skills Development Strategy is to alleviate unemployment and increase skills level of the population. This qualification will, therefore, give lower-level skilled individuals the opportunity to learn service station related competencies.

Learners will be able to access the back-office Process Consultant as well as the Retail Supervisor qualifications which will add great value to a sustainable career path.

Learners who complete these qualifications will not only be an asset to the Fuel industry, but other industries too, also the economy will benefit as possible employment opportunities will rise from implementing this entry level qualification.

Skilled Service Station Attendants who will be able to increase income and improve the image of the service station will contribute to the profitability of these businesses in the Fuel industry. This will mean reducing unemployment levels in the South African economy.

Exit level outcomes

On completion the learners will be able to:

- Provide a level of service that encourages customer loyalty.
- Provide safe forecourt services.

This qualification is made up of the following modules:

Knowledge Modules:

- 524501001-KM-01, Principles of customer service, Level 2, 2 Credits.
- 524501001-KM-02, Forecourt operations, Level 2, 6 Credits.

Total number of credits for Knowledge Modules: 8.

Practical Skill Modules:

- 524501001-PM-01, Communicate with customers, Level 2, 2 Credits.
- 524501001-PM-02, Perform forecourt services, Level 2, 4 Credits.

Total number of credits for Practical Skill Modules: 6.

This qualification also requires the following Work Experience Modules:

- 524501001-WM-01, Processes and procedures for interacting with customers and team members, Level 2, 4 Credits.
- 524501001-WM-02, Processes and procedures for working on a forecourt, Level 2, 10 Credits.

Total number of credits for Work Experience Modules: 14.

Internal assessment:

Portfolio of evidence will be submitted within two months after the training of each module. Assessment is conducted by a SME throughout the programme implementation, including formative and summative assessment. The workplace modules are included in the SME deliverables. Results are recorded and mock examinations forms part of the assessment activities, to ensure the successful application for each learner to write their EISA at an accredited assessment centre. Once the learner is deemed competent and ready for the EISA, Afri issue statement of results and apply to the QP for a credible assessment centre on behalf of the learner.

External Integrated Summative Assessment (EISA):

The external integrated summative assessment (EISA) conducted through the relevant QCTO Assessment Quality partner is required for the issuing of this qualification. The external integrated summative assessment will focus on the exit level outcomes and associated assessment criteria. The external assessment will be conducted through a theoretical assessment by an assessor registered by the AQP at approved assessment centres. Practical tasks will also be assessed by registered assessors. The combination of the written and practical assessment will be conducted over a period of two days for each type of material.

Certification:

The QCTO will issue the certificate to successful candidates after completion of the EISA.

Occupational Certificate: Above Surface Cleaner

NQF Level: 1	SAQA ID: 118712	QCTO: 01-QCTO/SDP220624095824
Qualification Duration:	25 Days	Credits: 46
Contact Days:	Customise to client-specific needs and learner experience/level	
Target Market	This qualification is to prepare a learner to function as a Above Surface Cleaner.	

Recommended entry requirements

Learners should be competent in the following:

- Open access.

Purpose

The purpose of this qualification is to prepare learners to function as an Above Surface Cleaner. An Above Surface Cleaner, cleans and disinfects above floor structures, fixtures, and accessories surfaces in a commercial environment. In addition, learner attributes (including communication) will be integrated in the learning process. Learners will have to prove competence of the above knowledge, skills, attitudes, responsibilities, and tasks imbedded in the exit level outcomes.

Rationale:

This part-qualification is important to address the skills of the current and future employees serving all forms of commercial enterprises. Many commercial entities draw commercial cleaners from a unique group of semi-literate people in the country. The employees are currently trained using unit standard from various qualifications, but the occupation itself does not have focused and formalised training programme.

The need for formalisation of the qualification was emphasised by many role players that included Black Economic Empowerment (BEECA) Cleaning Association, Professional Body for Environmental Hygiene (PBEH) and National Contract Cleaners Association (NCCA). The skills acquired by the qualified commercial cleaner will remain important boost for the multiple sectors.

The qualified employees will enhance commercial value offering and improve the customer experiences for most commercial cleaning offerings. The young people drawn into this sector will improve not only their cleaning skills but also serve the country broadly across different sectors. The skills gained can be used in various economic sectors to enhance hygienic working environment and improve health and safety standard in the commercial environment. This qualification forms part of a suite of related qualifications in a commercial cleaning occupational pathway. Learners wishing to become a Commercial Cleaner can enrol for this qualification (Occupational Qualification: Commercial Cleaner, Level 1) or alternatively first enrol for the following part qualifications:

- Commercial Kitchenette Cleaner Level 1.
- Commercial Ablution Cleaner Level 1.
- Above Surface Cleaner Level 1.
- Commercial Floor Cleaner Level 1.

Should such a learner wish to, at a later stage, enrol for the Occupational Certificate: Commercial Cleaner he/she will be granted recognition for modules already completed (CAT). In a similar manner, learners will be able to move from any of the part qualifications to the Commercial Cleaning pathway.

Exit level outcomes

- Prepare equipment and tools, chemicals, and consumables to clean above surface to specifications.
- Complete cleaning of above surface to standard using cleaning principles and methods.

This qualification is made up of the following modules:

Knowledge Modules:

- 811201-000-00-KM-01 Introduction to the World of Work, Level 1, 6 Credits.
- 811201-000-00-KM-04 Commercial Cleaning Equipment, Chemicals and Consumables, Level 1, 5 Credits.
- 811201-000-00-KM-08 Introduction to Above the Floor Surface, Level 1, 4 Credits.

Total number of credits for Knowledge Modules: 15

Practical Skill Modules:

- 811201-000-00-PM-01 Complete Before Shift Duties, Level 1, 3 Credits.
- 811201-000-00-PM-02 Clean Above Floor Surfaces, Level 1, 6 Credits.
- 811201-000-00-PM-07 Check and Confirm Completed Tasks, Level 1, 5 Credits.

Total number of credits for Practical Skill Modules: 14

This qualification also requires the following Work Experience Modules:

- 811201-000-00-WM-01 Procedures for Completing Before Shift Duties, Level 1, 4 Credits.
- 811201-000-00-WM-02 Procedures for Cleaning Above the Floor Surfaces, NQF Level 1, 7 Credits.
- 811201-000-00-WM-07 Procedures for Checking and Confirming Completed Tasks, Level 1, 6 Credits.

Total number of credits for Work Experience Modules: 17.

Internal assessment:

Portfolio of evidence will be submitted within two months after the training of each module. Assessment is conducted by a SME throughout the programme implementation, including formative and summative assessment. The workplace modules are included in the SME deliverables. Results are recorded and mock examinations forms part of the assessment activities, to ensure the successful application for each learner to write their EISA at an accredited assessment centre. Once the learner is deemed competent and ready for the EISA, Afri issue statement of results and apply to the QP for a credible assessment centre on behalf of the learner.

External Integrated Summative Assessment (EISA):

The external integrated summative assessment (EISA) conducted through the relevant QCTO Assessment Quality partner is required for the issuing of this qualification. The external integrated summative assessment will focus on the exit level outcomes and associated assessment criteria. The external assessment will be conducted through a theoretical assessment by an assessor registered by the AQP at approved assessment centres. The assessment will take place over a minimum of one (1) day

Certification:

The QCTO will issue the certificate to successful candidates after completion of the EISA.

Occupational Certificate: Commercial Ablution Cleaner

NQF Level: 1	SAQA ID: 118711	QCTO: 01-QCTO/SDP220624095824
Qualification Duration:	25 days	Credits: 46
Contact Days:	Customise to client-specific needs and learner experience/level	
Target Market	This qualification is to prepare learners to function as a Commercial Ablution Cleaner.	

Recommended entry requirements

Learners should be competent in the following:

- Open access.

Purpose

The purpose of this part-qualification is to prepare learners to function as a Commercial Ablution Cleaner.

A Commercial Ablution Cleaner cleans and maintains toilet and bathroom facilities. In addition, learner attributes (including communication) will be integrated in the learning process. Learners will have to prove competence of the above knowledge, skills, attitudes, responsibilities, and tasks imbedded in the exit level outcomes.

A qualified learner will be able to:

- Plan and prepare to clean a commercial ablution facility.
- Clean commercial ablution facility

Rationale:

This part-qualification is important to address the skills of the current and future employees serving all forms of commercial enterprises. Many commercial entities draw commercial cleaners from a unique group of semi-literate people in the country. The employees are currently trained using unit standard from various qualifications, but the occupation itself does not have focused and formalised training programme.

The need for formalisation of the qualification was emphasised by many role players that included Black Economic Empowerment (BEECA) Cleaning Association, Professional Body for Environmental Hygiene (PBEH) and National Contract Cleaners Association (NCCA). The skills acquired by the qualified commercial cleaner will remain important boost for the multiple sectors.

The qualified employees will enhance commercial value offering and improve the customer experiences for most commercial cleaning offerings. The young people drawn into this sector will improve not only their cleaning skills but also serve the country broadly across different sectors. The skills gained can be used in various economic sectors to enhance hygienic working environment and improve health and safety standard in the commercial environment. This qualification forms part of a suite of related qualifications in a commercial cleaning occupational pathway. Learners wishing to become a Commercial Cleaner can enrol for this qualification (Occupational Qualification: Commercial Cleaner, Level 1) or alternatively first enrol for the following part qualifications:

- Commercial Kitchenette Cleaner Level 1.
- Above Surface Cleaner Level 1.
- Commercial Floor Cleaner Level 1.

Exit level outcomes

On completion the learners will be able to:

- Prepare equipment and tools, chemicals, and consumables to clean commercial ablution facilities to specifications.
- Complete cleaning of the commercial ablution facilities to standard using cleaning principles and methods.

This qualification is made up of the following modules:

Knowledge Modules:

- 811201-000-00-KM-01 Introduction to the World of Work, Level 1, 6 Credits.
- 811201-000-00-KM-04 Commercial Cleaning Equipment, Chemicals and Consumables, Level 1, 5 Credits.
- 811201-000-00-KM-06 Cleaning Ablution Facilities, Level 1, 5 Credits.

Total number of credits for Knowledge Modules: 16

Practical Skill Modules:

- 811201-000-00-PM-01 Complete Before Shift Duties, Level 1, 3 Credits.
- 811201-000-00-PM-04 Clean Ablution Facilities, Level 1, 5 Credits.
- 811201-000-00-PM-07 Check and Confirm Completed Tasks, Level 1, 5 Credits.

Total number of credits for Practical Skill Modules: 13

This qualification also requires the following Work Experience Modules:

- 811201-000-00-WM-01 Procedures for Completing Before Shift Duties, Level 1, 4 Credits.
- 811201-000-00-WM-04 Procedures for Cleaning Ablution Facilities, Level 1, 7 Credits.
- 811201-000-00-WM-07 Procedures for Checking and Confirming Completed Tasks, Level 1, 6 Credits.

Total number of credits for Work Experience Modules: 17

Internal assessment:

Portfolio of evidence will be submitted within two months after the training of each module. Assessment is conducted by a SME throughout the programme implementation, including formative and summative assessment. The workplace modules are included in the SME deliverables. Results are recorded and mock examinations forms part of the assessment activities, to ensure the successful application for each learner to write their EISA at an accredited assessment centre. Once the learner is deemed competent and ready for the EISA, Afri issue statement of results and apply to the QP for a credible assessment centre on behalf of the learner.

External Integrated Summative Assessment (EISA):

The external integrated summative assessment (EISA) conducted through the relevant QCTO Assessment Quality partner is required for the issuing of this qualification. The external integrated summative assessment will focus on the exit level outcomes and associated assessment criteria. The external assessment will be conducted through a theoretical assessment by an assessor registered by the AQP at approved assessment centres. The assessment will take place over a minimum of one (1) day

Certification:

The QCTO will issue the certificate to successful candidates after completion of the EISA.

Occupational Certificate: Commercial Cleaner

NQF Level: 1	SAQA ID: 118709	QCTO: 01-QCTO/SDP220624095824
Qualification Duration:	6 – 12 months	Credits: 120
Contact Days:	Customise to client-specific needs and learner experience/level	
Target Market	This qualification is to prepare learners to function as a Commercial Cleaner.	

Recommended entry requirements

Learners should be competent in the following:

- Open access.

Purpose

The purpose of this qualification is to prepare a learner to function as a Commercial Cleaner. A Commercial Cleaner cleans offices, retail complexes, warehouses, residential complexes, construction sites, and other commercial premises using chemicals, cleaning tools and equipment.

In addition, learner attributes (including problem solving, interpreting information and communication) will be integrated in the learning process. Learners will have to prove competence of the above knowledge, skills, attitudes, responsibilities, and tasks imbedded in the exit level outcomes.

A qualified learner will be able to:

- Plan and prepare for cleaning operation.
- Clean different types of surfaces.
- Conduct end of task duties.

Rationale:

The qualified employees will enhance commercial value offering and improve the customer experiences for most commercial cleaning offerings. The young people drawn into this sector will improve not only their cleaning skills but also serve the country broadly across different sectors. The skills gained can be used in various economic sectors to enhance hygienic working environment and improve health and safety standard in the commercial environment.

Opportunities for growth are abundant for many qualified people. Not only will they have a qualification that can very easily enable them to move horizontally as butlers amongst others but vertically into supervisory roles in many contracted commercial cleaning companies. This qualification will contribute to the full development of the learner within the commercial industry by providing recognition, further mobility, and transportability within the sector.

This qualification forms part of a suite of related qualifications in a commercial cleaning occupational pathway. Learners wishing to become a Commercial Cleaner can enrol for this qualification or alternatively first enrol for the following qualifications:

- Occupational Certificate: Laundry Worker
- Occupational Certificate: Health Care Cleaner.

Exit level outcomes

On completion the learners will be able to:

- Prepare equipment and tools, chemicals, and consumables to clean commercial premises to specifications.
- Complete cleaning of the commercial premises to standard using cleaning principles and methods.

This qualification is made up of the following modules:

Knowledge Modules:

- 811201-000-00-KM-01 Introduction to the World of Work, Level 1, 6 Credits.
- 811201-000-00-KM-02 Basics of Health, Safety and the Environment, Level 1, 5 Credits.
- 811201-000-00-KM-03 Introduction to Commercial Cleaning, Level 1, 5 Credits.
- 811201-000-00-KM-04 Commercial Cleaning Equipment, Chemicals and Consumables, Level 1, 5 Credits.
- 811201-000-00-KM-05 Basics of Cleaning Commercial Kitchenette, Level 1, 5 Credits.
- 811201-000-00-KM-06 Cleaning Ablution Facilities, Level 1, 5 Credits.
- 811201-000-00-KM-07 Basics of Cleaning Commercial Floor Surface, Level 1, 4 Credits.
- 811201-000-00-KM-08 Introduction to Above the Floor Surface, Level 1, 4 Credits.

Total number of credits for Knowledge Modules: 39

Practical Skill Modules:

- 811201-000-00-PM-01 Complete Before Shift Duties, Level 1, 3 Credits.
- 811201-000-00-PM-02 Clean Above Floor Surface, Level 1, 6 Credits.
- 811201-000-00-PM-03 Clean the Commercial Kitchenette, Level 1, 6 Credits.
- 811201-000-00-PM-04 Clean Ablution Facilities, Level 1, 5 Credits.
- 811201-000-00-PM-05 Clean and Maintain Storeroom, Level 1, 4 Credits.
- 811201-000-00-PM-06 Clean Floor Surfaces, Level 1, 6 Credits.
- 811201-000-00-PM-07 Check and Confirm Completed Tasks, Level 1, 5 Credits

Total number of credits for Practical Skill Modules: 35

This qualification also requires the following Work Experience Modules:

- 811201-000-00-WM-01 Procedures for Completing Before Shift Duties, Level 1, 4 Credits.
- 811201-000-00-WM-02 Procedures for Cleaning Above the Floor Surfaces, Level 1, 7 Credits.
- 811201-000-00-WM-03 Procedures for Cleaning the Commercial Kitchenette, Level 1, 7 Credits.
- 811201-000-00-WM-04 Procedures for Cleaning Ablution Facilities, Level 1, 7 Credits.
- 811201-000-00-WM-05 Procedures for Cleaning and Maintaining Storeroom, Level 1, 5 Credits.
- 811201-000-00-WM-06 Procedures for Cleaning Floor Surfaces, Level 1, 10 Credits.
- 811201-000-00-WM-07 Procedures for Checking and Confirming Completed Tasks, Level 1, 6 Credits.

Total number of credits for Work Experience Modules: 46

Internal assessment:

Portfolio of evidence will be submitted within two months after the training of each module. Assessment is conducted by a SME throughout the programme implementation, including formative and summative assessment. The workplace modules are included in the SME deliverables. Results are recorded and mock examinations forms part of the assessment activities, to ensure the successful application for each learner to write their EISA at an accredited assessment centre. Once the learner is deemed competent and ready for the

EISA, Afri issue statement of results and apply to the QP for a credible assessment centre on behalf of the learner.

External Integrated Summative Assessment (EISA):

The external integrated summative assessment (EISA) conducted through the relevant QCTO Assessment Quality partner is required for the issuing of this qualification. The external integrated summative assessment will focus on the exit level outcomes and associated assessment criteria. The external assessment will be conducted through a theoretical assessment by an assessor registered by the AQP at approved assessment centres.

Certification:

The QCTO will issue the certificate to successful candidates after completion of the EISA.

Occupational Certificate: Commercial Floor Cleaner

NQF Level: 1	SAQA ID: 118713	QCTO:01-QCTO/SDP220624100028
Qualification Duration:	25 days	Credits: 49
Contact Days:	Customise to client-specific needs and learner experience/level	
Target Market	This qualification is to prepare learners to function as a Commercial Floor Cleaner.	

Recommended entry requirements

Learners should be competent in the following:

- Open access.

Purpose

The purpose of this part-qualification is to prepare a learner to function as the Commercial Floor Cleaner.

A Commercial Floor Cleaner cleans and maintains different types of floors surfaces in commercial environment. In addition, learner attributes (including communication) will be integrated in the learning process. Learners will have to prove competence of the above knowledge, skills, attitudes, responsibilities. And tasks imbedded in the exit level outcomes.

A qualified learner will be able to:

- Plan and prepare to clean commercial floors.
- Clean commercial floors

Rationale:

This part-qualification is important to address the skills of the current and future employees serving all forms of commercial enterprises. Many commercial entities draw commercial cleaners from a unique group of semi-literate people in the country. The employees are currently trained using unit standard from various qualifications, but the occupation itself does not have focused and formalised training programme.

The need for formalisation of the qualification was emphasised by many role players that included Black Economic Empowerment Cleaning Association (BEECA), Professional Body for Environmental Hygiene (PBEH) and National Contract Cleaners Association (NCCA). The skills acquired by the qualified commercial cleaner will remain important boost for the multiple sectors.

The qualified employees will enhance commercial value offering and improve the customer experiences for most commercial cleaning offerings. The young people drawn into this sector will improve not only their cleaning skills but also serve the country broadly across different sectors. The skills gained can be used in various economic sectors to enhance hygienic working environment and improve health and safety standard in the commercial environment.

Opportunities for growth are abundant for many qualified people. Not only will they have a qualification that can very easily enable them to move horizontally as butlers amongst others but vertically into supervisory roles in many contracted commercial cleaning companies. This qualification will contribute to the full development

of the learner within the commercial industry by providing recognition, further mobility, and transportability within the sector.

This part-qualification forms part of a suite of related qualifications in a commercial cleaning occupational pathway. Learners wishing to become a Commercial Cleaner can enrol for this qualification (Occupational Qualification: Commercial Cleaner, Level 1) or alternatively first enrol for the following part qualifications:

- Commercial Kitchenette Cleaner Level 1.
- Commercial Ablution Cleaner Level 1.
- Above Surface Cleaner Level 1.

Exit level outcomes

On completion the learners will be able to:

- Prepare equipment and tools, chemicals, and consumables to clean commercial floors to specifications.
- Complete cleaning of the commercial floors to standard using cleaning principles and methods.

This qualification is made up of the following modules:

Knowledge Modules:

- 811201-000-00-KM-01 Introduction to the World of Work, Level 1, 6 Credits
- 811201-000-00-KM-04 Commercial Cleaning Equipment, Chemicals and Consumables, Level 1, 5 Credits.
- 811201-000-00-KM-07 Basics of Cleaning Commercial Floor Surface, Level, 4 Credits.

Total number of credits for Knowledge Modules: 15

Practical Skill Modules:

- 811201-000-00-PM-01 Complete Before Shift Duties, Level 1, 3 Credits.
- 811201-000-00-PM-06 Clean Floor Surfaces, Level1, 6 Credits.
- 811201-000-00-PM-07 Check and Confirm Completed Tasks, Level 1, 5 Credits.

Total number of credits for Practical Skill Modules: 14

This qualification also requires the following Work Experience Modules:

- 811201-000-00-WM-01 Procedures for Completing Before Shift Duties, Level 1, 4 Credits.
- 811201-000-00-WM-06 Procedures for Cleaning Floor Surfaces, Level 1, 10 Credits.
- 811201-000-00-WM-07 Procedures for Checking and Confirming Completed Tasks, Level 1, 6 Credits.

Total number of credits for Work Experience Modules: 20

Internal assessment:

Portfolio of evidence will be submitted within two months after the training of each module. Assessment is conducted by a SME throughout the programme implementation, including formative and summative assessment. The workplace modules are included in the SME deliverables. Results are recorded and mock examinations forms part of the assessment activities, to ensure the successful application for each learner to write their EISA at an accredited assessment centre. Once the learner is deemed competent and ready for the EISA, Afri issue statement of results and apply to the QP for a credible assessment centre on behalf of the learner.

External Integrated Summative Assessment (EISA):

The external integrated summative assessment (EISA) conducted through the relevant QCTO Assessment Quality partner is required for the issuing of this qualification. The external integrated summative assessment will focus on the exit level outcomes and associated assessment criteria. The external assessment will be conducted an evaluation of practical tasks and theoretical questions at an assessment centre accredited by the QCTO and conducted by an assessor registered by the AQP.

Certification:

The QCTO will issue the certificate to successful candidates after completion of the EISA.

Occupational Certificate: Contact Centre Manager

NQF Level: 5	SAQA ID: 99786	QCTO: 01-QCTO/SDP220624095824
Qualification Duration:	18 – 24 Months	Credits: 285
Contact Days:	Customise to client-specific needs and learner experience/level	
Target Market	This qualification is designed for learners who wish to study towards the occupation as contact centre manager.	

Recommended entry requirements

Learners should be competent in the following:

- NQF Level 4 qualification with Mathematics.

Purpose

The purpose of this qualification is to prepare a learner to operate as a Contact Centre Manager. A Contact Centre Manager manages and optimises quality contact centre operations and practices.

Rationale:

This qualification is developed to establish the South African Contact Centre industry as a service provider of choice within a highly competitive international market. The Contact Centre Management Group (CCMG), as the South African professional association for both Contact Centre Managers and Supervisors, has actively participated as recognised industry experts in the development of this qualification. The CCMG is nationally recognised for their role in the Contact Centre industry and represents all the major role players.

Contact Centre Managers are employed by organisations within either an Inbound or Outbound Contact Centre or as Outsourcers and users of tele-services. Persons currently employed in Operational positions, as well as persons seeking to enter the Contact Centre industry, will benefit from this qualification. It recognises the need to provide for progressive learning opportunities for Operators who enter the industry.

This ensures that learners achieve competencies that will allow them to progress to operational control-related competencies and employment opportunities at the Contact Centre Management level. This qualification is closely related to the South African Bureau of Standards (SABS), South African National Standard for Business Process Services and Outsourcing/Offshoring Operations (BPSO). This SABS Contact Centre standard provides a quality management framework for contact centres in South Africa.

Exit level outcomes

On completion the learners will be able to:

- Manage and control the costs of a contact centre.
- Manage and control the operational planning and achievement of operational targets.
- Manage personnel employed in a contact centre.
- Manage customer and supplier relations.
- Manage and assure the achievement of contact centre quality standards.
- Manage and control the efficiency of contact centre processes and technology.

This qualification is made up of the following modules:

Knowledge Modules:

- 143905000-KM-01, Introductory studies for Contact Centre Managers, Level 4, 4 Credits.
- 143905000-KM-02, Communication, Level 4, 4 Credits.
- 143905000-KM-03, Operational Supervision, Level 4, 4 Credits.
- 143905000-KM-04, Operational Management, Level 5, 4 Credits.
- 143905000-KM-05, People Management, Level 5, 6 Credits.
- 143905000-KM-06, Industrial Relations Management, Level 5, 8 Credits.
- 143905000-KM-07, Contact Centre Technology, Systems and Processes, Level 5, 10 Credits.
- 143905000-KM-08, Contact Centre Quality Management, Level 5, 10 Credits.
- 143905000-KM-09, Supplier management, Level 6, 10 Credits.
- 143905000-KM-10, Customer management, Level 6, 10 Credits.
- 143905000-KM-11, Financial management concepts, Level 5, 10 Credits.

Total number of credits for Knowledge Modules: 80

Practical Skill Modules:

- 143905000-PM-01, Provide budgeting services, Level 4, 4 Credits.
- 143905000-PM-02, Read and interpret financial documents, Level 5, 8 Credits.
- 143905000-PM-03, Maintain productive and effective work teams, Level 4, 4 Credits.
- 143905000-PM-04, Develop operational plans and manage performance levels, Level 5, 8 Credits.
- 143905000-PM-05, Manage service level agreements, Level 6, 8 Credits.
- 143905000-PM-06, Supervise personnel, Level 4, 6 Credits.
- 143905000-PM-07, Attend to personnel planning, management and control, Level 5, 8 Credits.
- 143905000-PM-08, Attend to industrial relations management and control, Level 5, 8 Credits.
- 143905000-PM-09, Attend to performance and training management and control, Level 5, 4 Credits.
- 143905000-PM-10, Administer supplier service level agreements, Level 6, 6 Credits.
- 143905000-PM-11, Attend to customer/client/supplier communication, Level 6, 8 Credits.
- 143905000-PM-12, Assure the output of the service delivery by agents, Level 6, 8 Credits.
- 143905000-PM-13, Evaluate MIS reports and ensure system efficiency, Level 5, 6 Credits.
- 143905000-PM-14, Manage a customer contact process, Level 6, 8 Credits.
- 143905000-PM-15, Manage process and technology improvement projects, Level 5, 4 Credits.

Total number of credits for Practical Skill Modules: 98

This qualification also requires the following Work Experience Modules:

- 143905000-WM-01, Attend to standard financial control procedures in a contact centre environment, Level 6, 10 Credits.
- 143905000-WM-02, Maintain productive and effective work teams for an operational unit in a contact centre, Level 4, 12 Credits.
- 143905000-WM-03, Attend to operational target-and standard-setting processes in a contact centre environment, Level 5, 13 Credits.
- 143905000-WM-04, Attend to team leadership and first-line discipline for an operational unit in a contact centre at supervisory level, Level 4, 8 Credits.
- 143905000-WM-05, Attend to personnel management processes in a contact centre environment within the delegated functions of line management, Level 5, 16 Credits.
- 143905000-WM-06, Attend to customer and supplier relations management processes in a contact centre environment, Level 6, 16 Credits.
- 143905000-WM-07, Assure quality standards in a contact centre environment, Level 5, 16 Credits.
- 143905000-WM-08, Attend to process and technology efficiency management processes in a contact centre environment, Level 5, 16 Credits.

Total number of credits for Work Experience Modules: 107

Internal assessment:

Portfolio of evidence will be submitted within two months after the training of each module. Assessment is conducted by a SME throughout the programme implementation, including formative and summative assessment. The workplace modules are included in the SME deliverables. Results are recorded and mock examinations forms part of the assessment activities, to ensure the successful application for each learner to write their EISA at an accredited assessment centre. Once the learner is deemed competent and ready for the EISA, Afri issue statement of results and apply to the QP for a credible assessment centre on behalf of the learner.

External Integrated Summative Assessment (EISA):

The external integrated summative assessment (EISA) conducted through the relevant QCTO Assessment Quality partner is required for the issuing of this qualification. The external integrated summative assessment will focus on the exit level outcomes and associated assessment criteria. The external summative assessment will be a knowledge assessment that allows for verbal assessments as well as an observation of the execution of practical tasks at a registered assessment centre.

Certification:

The QCTO will issue the certificate to successful candidates after completion of the EISA.

Occupational Certificate: Healthcare Cleaner

NQF Level: 2	SAQA ID: 118730	QCTO: 01-QCTO/SDP220624095824
Qualification Duration:	6 - 12 Months	Credits: 120
Contact Days:	Customise to client-specific needs and learner experience/level	
Target Market	This qualification is designed for learners who wish to study towards the occupation as healthcare cleaner.	

Recommended entry requirements

Learners should be competent in the following:

- NQF Level 1 qualification.

Purpose

The purpose of this qualification is to prepare a learner to operate as a Healthcare Cleaner.

A Healthcare Cleaner performs cleaning tasks in medical facilities to achieve a clean, hygienic, and safe environment within the context of the prevention of the spread of infections and diseases.

Rationale:

This qualification will equip learners with the necessary skills and competence to conduct cleaning and sanitation services in different health care environments, including hospitals, clinics, veterinary clinics, dental and medical consulting rooms, frail care and old age homes, sick bays, first aid rooms. After successful completion of this qualification, the learner will be a skilled and capable of maintaining required standards of hygiene and sanitation.

Healthcare Cleaners are employed by organisations to perform cleaning services in support of nursing or healthcare staff and will find employment as hospital cleaners, ward cleaners, low and medium risk area cleaners, and medical facility cleaners. Target groups identified include school leavers with an NQF Level 1 qualification or persons who has been working in the health care environment without formal qualifications and has the desire to formalise their skills and knowledge.

Effective cleaning and hygiene standards are one of the most important factors in the control and containment of the spread of disease-causing illnesses within healthcare facilities. Employers will benefit from appointing qualified workers in terms of increased productivity and ability to maintain standards of excellence expected from health care facilities by the public in general and the medical profession. This qualification responds to a specific need in the South African cleaning and healthcare industries to provide a standard for the development of persons employed as a healthcare cleaner in both public and private facilities such as hospitals, clinics, veterinary clinics, dental and medical consulting rooms, frail care and old age homes, sick bays, first aid rooms.

The following associations and professional bodies were consulted during the development of this Occupational Qualification:

- Gauteng Department of Health.
- Professional Body for Environmental Hygiene (PBEA).
- BEECA Cleaning Association.
- National Contract Cleaners Association (NCCA).
- Hotelicca.

Exit level outcomes

On completion the learners will be able to:

- Uphold personal hygiene and workplace safety standards.
- Achieve a hygienic, clean healthcare environment.
- Attend to healthcare laundry items.

This qualification is made up of the following modules:

Knowledge Modules:

- 811202-000-00-00-KM-01 Introductory Studies for Healthcare Cleaners, Level 2, 4 Credits.
- 811202-000-00-00-KM-02 Communication in a Healthcare Environment, Level 2, 4 Credits.
- 811202-000-00-00-KM-03 Healthcare Cleaning, Level 2, 6 Credits.
- 811202-000-00-00-KM-04 Personal Hygiene and Safety, Level 2, 4 Credits.
- 811202-000-00-00-KM-05 Healthcare Laundry Handling, Level 2, 6 Credits.
- 811202-000-00-00-KM-06 Healthcare Waste Handling, Level 2, 4 Credits.
- 811202-000-00-00-KM-07 Healthcare Cleaning Associated Biology and Infection Control, Level 2, 15 Credits.

Total number of credits for Knowledge Modules: 43

Practical Skill Modules:

- 811202-000-00-00-PM-01 Maintain Personal Hygiene and Infection Control Precautions, Level 2, 10 Credits.
- 811202-000-00-00-PM-02 Provide Cleaning and Sanitation Services in Public Areas and Offices, Level 2, 10 Credits.
- 811202-000-00-00-PM-03 Provide Cleaning and Sanitation Services in Patient Consulting, Treatment Areas and Wards, Level 2, 10 Credits.

Total number of credits for Practical Skill Modules: 36

This qualification also requires the following Work Experience Modules:

- 811202-000-00-00-WM-01 Conduct Cleaning and Sanitation Services in Public Areas and Offices, Level 2, 12 Credits.
- 811202-000-00-00-WM-02 Conduct Cleaning and Sanitation Services in Patient Consulting, Treatment Areas and Wards, Level 2, 16 Credits.
- 811202-000-00-00-WM-03 Attend to Handling of Healthcare Laundry Items, Level 3, 13 Credits

Total number of credits for Work Experience Modules: 107

Internal assessment:

Portfolio of evidence will be submitted within two months after the training of each module. Assessment is conducted by a SME throughout the programme implementation, including formative and summative assessment. The workplace modules are included in the SME deliverables. Results are recorded and mock examinations forms part of the assessment activities, to ensure the successful application for each learner to write their EISA at an accredited assessment centre. Once the learner is deemed competent and ready for the EISA, Afri issue statement of results and apply to the QP for a credible assessment centre on behalf of the learner.

External Integrated Summative Assessment (EISA):

The external integrated summative assessment (EISA) conducted through the relevant QCTO Assessment Quality partner is required for the issuing of this qualification. The external integrated summative assessment will focus on the exit level outcomes and associated assessment criteria. The external summative assessment will be a knowledge assessment that allows for verbal assessments as well as an observation of the execution of practical tasks at a registered assessment centre.

Certification:

The QCTO will issue the certificate to successful candidates after completion of the EISA.

Occupational Certificate: Management Assistant

NQF Level: 5	SAQA ID: 101876	QCTO: 01-QCTO/SDP220624100028
Qualification Duration:	24 – 36 Months	Credits: 316
Contact Days:	Customise to client-specific needs and learner experience/level	
Target Market	This qualification is designed for learners who wish to operate as a management assistant.	

This qualification replaces the following qualifications:

67034	National N Diploma: Medical Secretary	Level 6	NQF Level 06	360	Complete
22468	National Diploma: Business Studies: Medical Secretary	Level 5	NQF Level 06	240	Complete
22458	National Certificate: Business Studies: Medical Secretary	Level 5	Level TBA: Pre-2009 was L5	120	Complete
67035	National N Diploma: Legal Secretary	Level 6	NQF Level 06	360	Complete
22465	National Diploma: Business Studies: Legal Secretary	Level 5	NQF Level 06	240	Complete
22455	National Certificate: Business Studies: Legal Secretary	Level 5	Level TBA: Pre-2009 was L5	120	Complete
15539	Higher Diploma: Legal Secretary	Level 5	NQF Level 06	245	Complete
22466	National Diploma: Business Studies: Management Assistant	Level 5	NQF Level 06	240	Complete
22456	National Certificate: Business Studies: Management Assistant	Level 5	Level TBA: Pre-2009 was L5	120	Complete
67033	National N Diploma: Management Assistant	Level 6	NQF Level 06	360	Complete

Recommended entry requirements

Learners should be competent in the following:

- NQF Level 4 qualification with communication.

Purpose

The purpose of this qualification is to prepare a learner to operate as a Management Assistant.

The qualification provides an opportunity for the learner to acquire a range of skills to be able to coordinate the activities of the organisation and provide professional administrative and secretarial support to managers, either as part of a team or individually. They also coordinate activities of assigned personnel and provide current and updated relevant information to the manager as support for upcoming meetings.

The Management assistant can also function as a Senior or Executive secretary, depending on experience and is the gatekeeper who promotes the professional image of the manager and the organisation. The management assistant also needs to be able to manage special projects using resources given according to good governance procedures. The qualified learner will be actively engaged in becoming a well-rounded, multi-skilled person, prepared for further, more specific study and a few alternative career choices within the secretarial or personal assistant field.

Rationale:

This qualification is a response to current legislation which states the following: Programmes offered to meet industry needs, including those supporting apprenticeships and N-Courses, are reviewed, updated and made available to and accessed by employers.

To prevent proliferation, current legacy qualifications with the same outcomes were analysed and will be absorbed to form part of the Management Assistant occupational qualification. The qualification will not have the specialisations for Legal or Medical secretary as these can be acquired additionally and are very job specific.

The Management Assistant has an important role as an interpreter between people, as a creator of team spirit, and as a mentor, may have a significant impact on the atmosphere of the organisation. Management Assistants will need to be able to align views and sympathise with others, and understand how people gather and assimilate information and in future, working across time zones will become common practice and virtual connections such as email, phones, web-casts, and teleconferences will provide new opportunities for automating routines, and release time for more demanding work and developing working methods.

Management Assistants need to be proactive and manage their own work instead of waiting for clearly defined assignments. That means greater independence and bigger responsibility: self-management and life-long learning as valued skills. The Management Assistant needs good interaction and communication skills to support the atmosphere of the work community and be able to handle challenging situations. Contact with stakeholders is also an important part of their work, so they need to be open-minded and understand diversity. This qualification seeks to address the current and future needs of industry to equip the Management Assistant with the necessary skills.

Different organisation structures also provide new career opportunities for secretaries and assistants in specialist, management, and supervisory roles. Management Assistants may specialise in managing corporate reputation and image in social media, both externally and/or internally.

Exit level outcomes

On completion the learners will be able to:

- Plan, organise and support department meetings and workshops.
- Apply appropriate personal and interpersonal skills to a range of situations to facilitate the smooth relations between internal and external stakeholders according to organisational standards.
- Apply basic knowledge of relevant administration governance, policies, and procedures to manage resources effectively in the organisation.
- Plan, administer and provide support services to a special project within an organisation.
- Promote professional documentation by utilising effective and accurate information processing and research skills to enhance the professional image of the organisation or industry.

This qualification is made up of the following modules:**Knowledge Modules:**

- 334302001-KM-01, Document management and record-keeping, Level 5, 15 Credits.
- 334302001-KM-02, Computerised Information Processing, Level 5, 25 Credits.
- 334302001-KM-03, Resource and procurement management, Level 5, 5 Credits.
- 334302001-KM-04, social media and digital literacy, Level 4, 5 Credits.
- 334302001-KM-05, Office protocol, deportment and etiquette, Level 4, 10 Credits.

- 334302001-KM-06, Business communication and customer services, Level 5, 8 Credits.
- 334302001-KM-07, Ready for work standards, Level 4, 5 Credits.
- 334302001-KM-08, Basic business calculations, Level 4, 5 Credits.
- 334302001-KM-09, Apply End User Computing, Level 3, 6 Credits.
- 334302001-KM-10, Business documentation and design, Level 4, 10 Credits.
- 334302001-KM-11, Meeting administration, Level 4, 10 Credits.
- 334302001-KM-12, Introductory project management, Level 4, 2 Credits.

Total number of credits for Knowledge Modules: 106

Practical Skill Modules:

- 334302001-PM-01, Create a trip itinerary, Level 5, 15 Credits.
- 334302001-PM-02, Address protocol requirements, Level 5, 5 Credits.
- 334302001-PM-03, Determine, acquire, and allocate resources for the secretarial unit, Level 5, 10 Credits.
- 334302001-PM-04, Design and develop complex text documents, Level 5, 5 Credits.
- 334302001-PM-05, Manage a small project, Level 5, 10 Credits.
- 334302001-PM-06, Support the recruitment, selection and induction of secretarial staff, Level 5, 10 Credits.
- 334302001-PM-07, Apply communication and effective customer relationships, Level 5, 10 Credits.
- 334302001-PM-08, Organise meetings, Level 5, 10 Credits.

Total number of credits for Practical Skill Modules: 75

This qualification also requires the following Work Experience Modules:

- 334302001-WM-01, Perform administrative and meeting support functions to support management, Level 5, 12 Credits.
- 334302001-WM-02, Apply ready for work standards to everyday work activities, Level 5, 25 Credits.
- 334302001-WM-03, Handle customer and client's queries and liaison in an office, Level 5, 8 Credits.
- 334302001-WM-04, Assist in planning and coordinating at least two special events/conferences, Level 5, 20 Credits.
- 334302001-WM-05, Procure and allocate resources, Level 5, 15 Credits.
- 334302001-WM-06, Manage a paperless office, Level 5, 20 Credits.
- 334302001-WM-07, Apply supervisory skills to coordinate and direct clerical staff activities, Level 5, 20 Credits.
- 334302001-WM-08, Prepare a trip itinerary, Level 4, 15 Credits.

Total number of credits for Work Experience Modules: 135

Internal assessment:

Portfolio of evidence will be submitted within two months after the training of each module. Assessment is conducted by a SME throughout the programme implementation, including formative and summative assessment. The workplace modules are included in the SME deliverables. Results are recorded and mock examinations forms part of the assessment activities, to ensure the successful application for each learner to write their EISA at an accredited assessment centre. Once the learner is deemed competent and ready for the EISA, Afri issue statement of results and apply to the QP for a credible assessment centre on behalf of the learner.

External Integrated Summative Assessment (EISA):

The external integrated summative assessment (EISA) conducted through the relevant QCTO Assessment Quality partner is required for the issuing of this qualification. The external integrated summative assessment will focus on the exit level outcomes and associated assessment criteria. The external summative assessment will be a knowledge assessment that allows for verbal assessments as well as an observation of the execution of practical tasks at a registered assessment centre.

Certification:

The QCTO will issue the certificate to successful candidates after completion of the EISA.

Occupational Certificate: Marketing Coordinator

NQF Level: 5	SAQA ID: 101706	QCTO: 01-QCTO/SDP220624095824
Qualification Duration:	12 – 18 Months	Credits: 175
Contact Days:	Customise to client-specific needs and learner experience/level	
Target Market	This qualification is designed for learners who wish to operate as a marketing coordinator.	

Recommended entry requirements

Learners should be competent in the following:

- NQF Level 4 qualification

Purpose

The purpose of this qualification is to prepare a learner to function as a Marketing Coordinator.

A Marketing Coordinator provides a support role to marketing team members and managers by undertaking administrative tasks and coordinating key deliverables to ensure that a company meets its strategic marketing objectives.

Rationale:

The Marketing Coordinator is an entry level occupation for learners seeking a career in the marketing environment. This qualification will provide learners with competencies to confidently support the marketing activities in both small and large organisations that must maintain a competitive edge against their competitors. The present pandemic highlighted the vulnerability of companies to competitive disruption, and the importance of continuing to invest in maintaining their market share.

Inputs for this qualification were provided professionals, assessors, and moderators who are currently functioning in this environment. This qualification will give qualifying learners access to professional registration with Marketing Association of South Africa (MASA), as the development of this qualification took place in collaboration with them.

The qualification has as its outcome to ensure that organisations meet their strategic business and marketing objectives. This inevitably leads to economic growth throughout the value chain and provides for economic expansion, possibly beyond South Africa's borders. In addition, employment opportunities could be created allowing for improved infrastructure and the expansion of the local knowledge and skills base.

The qualification was developed with the focus on school leavers but will also contribute to the skilling of employees currently serving in the broader marketing industry. Not only could they follow a career in marketing and sales, but they could also become businesspersons. Further development as marketers through institutions of higher education is an option to eventually become Marketing Executive.

Exit level outcomes

On completion the learners will be able to:

- Demonstrate an understanding of business marketing skills.
- Demonstrate an understanding of marketing tools.
- Perform the administrative tasks related to the processing of the marketing financials and compare reports of results against targets.
- Provide supporting deliverables required for the implementation of a communication strategy.
- Support the processes required to coordinate the key deliverables of products and services to target markets.
- Coordinate initiatives that activate lead generation and responses from customers and prospects with the support of internal operations and external suppliers.

This qualification is made up of the following modules:

Knowledge Modules:

- 333908-001-00-KM-01 Marketing Business skills, Level 5, 5 Credits.
- 333908-001-00-KM-02 Ready for Work Standards, Level 5, 4 Credits.
- 333908-001-00-KM-03 Campaign /Project Management, Level 5, 4 Credits.
- 333908-001-00-KM-04 Marketing Business Tools, Level 5, 8 Credits.
- 333908-001-00-KM-05 Business Calculations, Level 5, 4 Credits.
- 333908-001-00-KM-06 Customer Relationship Management, Level 5, 3 Credits.
- 333908-001-00-KM-07 Business Environment, Level 5, 4 Credits.
- 333908-001-00-KM-08 Digital Tools, Level 5, 4 Credits.

Total number of credits for Knowledge Modules: 36

Practical Skill Modules:

- 36333908-001-00-PM-01 Coordinate Key Deliverables of Products and Services to a Target Market(s), Level 5, 7 Credits.
- 333908-001-00-PM-02 Support the Deliverables Across the Full Spectrum of the Communication Mix, Level 5, 8 Credits.
- 333908-001-00-PM-03 Coordinate Marketing and Sales Activities, Level 5, 8 Credits.
- 333908-001-00-PM-04 Coordinate Customer Relationship Management (CRM) activities, Level 5, 7 Credits.
- 333908-001-00-PM-05 Undertake Administrative Tasks Related to Marketing Metrics and Processing of Payments a 5, Level 6, 6 Credits.

Total number of credits for Practical Skill Modules: 36

This qualification also requires the following Work Experience Modules:

- 333908-001-00-WM-01 Processes and Procedures for Coordinating Key Deliverables of Products and Services to a Target Market(s), Level 5, 24 Credits.
- 333908-001-00-WM-02 Processes and Procedures for Supporting the Deliverables Across the Full Spectrum of the Communication Mix, Level 5, 20 Credits.
- 333908-001-00-WM-03 Processes and Procedures for Coordinating Marketing and Sales Activities, Level 5, 27 Credits.
- 333908-001-00-WM-04 Processes and Procedures for Coordinating Customer Relationship Management Activities, Level 5, 17 Credits.
- 333908-001-00-WM-05 Processes and Procedures within the Scope of Administrative Tasks Related to Marketing Metrics and Processing of Payments, Level 5, 15 Credits.

Total number of credits for Work Experience Modules: 103

Internal assessment:

Portfolio of evidence will be submitted within two months after the training of each module. Assessment is conducted by a SME throughout the programme implementation, including formative and summative assessment. The workplace modules are included in the SME deliverables. Results are recorded and mock examinations forms part of the assessment activities, to ensure the successful application for each learner to write their EISA at an accredited assessment centre. Once the learner is deemed competent and ready for the EISA, Afri issue statement of results and apply to the QP for a credible assessment centre on behalf of the learner.

External Integrated Summative Assessment (EISA):

The external integrated summative assessment (EISA) conducted through the relevant QCTO Assessment Quality partner is required for the issuing of this qualification. The external integrated summative assessment will focus on the exit level outcomes and associated assessment criteria. The external summative assessment will be a written assessment and the evaluation of practical tasks at decentralised approved assessment sites by a panel of assessors evaluated by assessor(s) registered with the AQP within a period of one (1) day.

Certification:

The QCTO will issue the certificate to successful candidates after completion of the EISA.

Occupational Certificate: Office Supervisor

NQF Level: 5	SAQA ID: 118740	QCTO: 01-QCTO/SDP220624100028
Qualification Duration:	18 - 24 Months	Credits: 240
Contact Days:	Customise to client-specific needs and learner experience/level	
Target Market	This qualification is designed for learners who wish to operate as an office supervisor.	

Recommended entry requirements

Learners should be competent in the following:

- NQF Level 4 qualification

Purpose

The purpose of this qualification is to prepare a learner to function as an office supervisor. Office Supervisors plan, organise, lead and control office functions in a business environment.

Rationale:

This qualification provides a learner with the competencies required to operate as an Office Supervisor in various businesses. It specifically develops supervisory competencies at the junior manager's level. It builds on the foundation laid at the office administration level which focuses on competencies for personnel clerks, filing clerks and data capturers. The qualification introduces the ability to apply key terms, rules, concepts, principles and practices of management that will enable learners to be informed office supervisors.

The scope of supervision covers four domains: plan, organise and coordinate, control, and lead in a business environment. This qualification addresses each of these domains with competencies specific to planning support of office functions, organise and coordinate work activities, coaching and mentoring of others, handling conflicts, and performing office controls. It provides learners with the knowledge and practical skills that enable functioning as an office supervisor.

Various businesses have different offices with data capturing, personnel assistance and filing as core functions.

The supervision of these roles is normally performed by an office supervisor, and this qualification enables businesses to be able to employ individuals with competencies that match this supervising role. Businesses across economic sectors will benefit from a pool of office supervisors with competencies already fitting the needs of the roles.

Previously, office supervisors would acquire competencies through various qualifications, mainly the Further Education and Training Certificate: Administration Management, Business Administration services and Further Education and Training Certificate: General Management. All these qualifications were at NQF level 4 while operating at various occupational levels. This then required a QCTO realignment process to ascertain an appropriate level and corresponding competencies through engagement with industry experts during the curriculum development. The qualification is aimed at new entrants and learners who are already working in the field within a variety of function in office administration with a need for growth.

Exit level outcomes

On completion the learners will be able to:

- Plan, prepare and provide necessary support during recruitment, selection and disciplinary purposes.
- Organise and coordinate work activities in an office environment.
- Coach and mentor others in an office environment.
- Communicate effectively and manage internal stakeholders in an office environment.
- Resolve conflicts in an office environment.
- Identify compliance issues and ensure necessary office compliance.
- Perform basic financial controls and reporting in an office environment.

This qualification is made up of the following modules:

Knowledge Modules:

- 334101-000-00-KM-01, Role, Functions and Fundamentals of Office Supervision, Level 5, 25 Credits.
- 334101-000-00-KM-02, Communications, Level 5, 25 Credits.
- 334101-000-00-KM-03, Internal Controls in an Office Environment, Level 5, 25 Credits.

Total number of credits for Knowledge Modules: 75

Practical Skill Modules:

- 334101-000-00-PM-01, Provide Planning Support on Recruitment, Selection and Disciplinary Processes of an Organisation, Level 5, 10 Credits.
- 334101-000-00-PM-02, Organising and Coordinating Work Activities, Level 5, 10 Credits.
- 334101-000-00-PM-03, Coaching and Mentoring of Personnel Clerks, Filing Clerks and Data Capturers in an Office Environment, Level 5, 10 Credits.
- 334101-000-00-PM-04, Handle Internal Communications within an Office Environment, Level 5, 15 Credits.
- 334101-000-00-PM-05, Handle Conflicts and Solve Problems within an Office Environment, Level 5, 10 Credits.
- 334101-000-00-PM-06, Handle Compliance to Regulations and Company Procedures, Level 5, 10 Credits.
- 334101-000-00-PM-07, Perform Financial Controls and Reporting in an Office Environment, Level 5, 10 Credits.

Total number of credits for Practical Skill Modules: 75

This qualification also requires the following Work Experience Modules:

- 334101-000-00-WM-01, Recruitment, Selection and Discipline Maintenance Support, Level 5, 10 Credits.
- 334101-000-00-WM-02, Scheduling and Coordination of Various Activities in and Outside Own Department, Level 5, 15 Credits.
- 334101-000-00-WM-03, Coaching, Mentoring and Team Building, Level 5, 10 Credits.
- 334101-000-00-WM-04, Communications, Level 5, 25 Credits.
- 334101-000-00-WM-05, Conflict Resolution in an Office, Level 5, 10 Credits.
- 334101-000-00-WM-06, Office Internal Controls, Level 5, 10 Credits.
- 334101-000-00-WM-07, Office Financial Controls, Level 5, 10 Credits.

Total number of credits for Work Experience Modules: 103

Internal assessment:

Portfolio of evidence will be submitted within two months after the training of each module. Assessment is conducted by a SME throughout the programme implementation, including formative and summative assessment. The workplace modules are included in the SME deliverables. Results are recorded and mock examinations forms part of the assessment activities, to ensure the successful application for each learner to write their EISA at an accredited assessment centre. Once the learner is deemed competent and ready for the EISA, Afri issue statement of results and apply to the QP for a credible assessment centre on behalf of the learner.

External Integrated Summative Assessment (EISA):

The external integrated summative assessment (EISA) conducted through the relevant QCTO Assessment Quality partner is required for the issuing of this qualification. The external integrated summative assessment will focus on the exit level outcomes and associated assessment criteria. The external summative assessment will be a written assessment.

Certification:

The QCTO will issue the certificate to successful candidates after completion of the EISA.

Occupational Certificate: Recruitment Manager

NQF Level: 5	SAQA ID: 118251	QCTO: 01-QCTO/SDP220624100028
Qualification Duration:	12 – 18 Months	Credits: 186
Contact Days:	Customise to client-specific needs and learner experience/level	
Target Market	This qualification is designed for learners to operate as a recruitment manager.	

Recommended entry requirements

Learners should be competent in the following:

- NQF Level 4 qualification

Purpose

The purpose of this qualification is to prepare a learner to operate as the Recruitment Manager. The Recruitment Manager manages people and resources to ensure compliance and operational delivery of recruitment services.

Rationale:

Recruitment services play a critical role in accessing employment opportunities. The demand for competent recruitment managers operating in an increasingly complex labour market is a priority for the industry. The qualification will provide learners with specialised competencies to function successfully within the recruitment environment. The recruitment industry, through its qualified managers, manages a significant portion of the permanent and temporary workforce and facilitates the acquisition of job and employment opportunities within the marketplace.

This qualification brings together all aspects of recruitment and marketing principles. It seeks to professionalise the industry and is applicable to permanent and temporary employment services. In addition, it provides articulation with other service industries.

This qualification will provide an opportunity for persons already in the industry to acquire formal recognition for the competencies that they have acquired

Exit level outcomes

On completion the learners will be able to:

- Manage and control operational planning and the achievement of operational targets.
- Lead, manage and develop staff to ensure smooth business operations.
- Manage the implementation of compliance with legal procedures and industry standards.
- Establish and manage budgets, control expenditure, and ensure the efficient use of resources.
- Oversee the maintenance of an effective and efficient recruitment service

This qualification is made up of the following modules:

Knowledge Modules:

- 121907-001-00-KM-01, Introductory Studies for Private Employment Agency Managers, Level 4, 4 Credits.
- 121907-001-00-KM-02, Communication, Level 4, 4 Credits.
- 121907-001-00-KM-03, Operational Management, Level 5, 4 Credits.
- 121907-001-00-KM-04, Private Employment Agency Systems and Processes, Level 5, 8 Credits
- 121907-001-00-KM-05, Human Resource Management, Level 5, 4 Credits.
- 121907-001-00-KM-06, Industrial Relations Management, Level 5, 4 Credits.
- 121907-001-00-KM-07, Compliance to Industry Standards and Risk management, Level 6, 6 Credits.
- 121907-001-00-KM-08, Client Relationship Management, Level 6, 8 Credits.
- 121907-001-00-KM-09, Financial Management Concepts, Level 5, 6 Credits.

Total number of credits for Knowledge Modules: 48

Practical Skill Modules:

- 121907-001-00-PM-01, Maintain Productive and Effective Work Teams, Level 4, 4 Credits.
- 121907-001-00-PM-02, Develop, Review and Report on Operational Plans and Targets, Level 5, 8 Credits.
- 121907-001-00-PM-03, Manage Service Level Agreements, Level 5, 4 Credits.
- 121907-001-00-PM-04, Manage, Implement and Review a Client Relationship Management Strategy, Level 5, 6 Credits.
- 121907-001-00-PM-05, Supervise Internal Personnel, Level 4, 6 Credits.
- 121907-001-00-PM-06, Manage Workforce Discipline and Relationships, Level 5, 6 Credits.
- 121907-001-00-PM-07, Manage Personnel Performance and Capacity, Level 4, 6 Credits.
- 121907-001-00-PM-08, Administer Human Resources Processes, Level 4, 6 Credits.
- 121907-001-00-PM-09, Monitor Compliance with the Recruitment Process, Level 6, 10 Credits.
- 121907-001-00-PM-10, Attend to Financial Control Practices, Level 6, 12 Credits.
- 121907-001-00-PM-11, Set and Monitor the Achievement of Operational Recruitment Targets, Level 6, 8 Credits.
- 121907-001-00-PM-12, Establish, Grow and Maintain Recruitment Agency Services, Level, 8 Credits.

Total number of credits for Practical Skill Modules: 84

This qualification also requires the following Work Experience Modules:

- 121907-001-00-WM-01, Operational Planning, Review and Management Processes in a Private Employment Agency Environment, Level 6, 10 Credits.
- 121907-001-00-WM-02, Lead, Manage and Develop Staff to Ensure Productive Business Operations in a Private Employment Agency Environment, Level 4, 12 Credits.
- 121907-001-00-WM-03, Manage Legal Compliance in a Private Employment Agency Environment, Level 5, 8 Credits.
- 121907-001-00-WM-04, Manage Budgets and Control Expenditure in a Private Employment Agency, Level 5, 8 Credits.
- 121907-001-00-WM-05, Deliver Effective and Efficient Recruitment Services in a Private Employment agency, Level 5, 16 Credits.

Total number of credits for Work Experience Modules: 54

Internal assessment:

Portfolio of evidence will be submitted within two months after the training of each module. Assessment is conducted by a SME throughout the programme implementation, including formative and summative assessment. The workplace modules are included in the SME deliverables. Results are recorded and mock examinations forms part of the assessment activities, to ensure the successful application for each learner to write their EISA at an accredited assessment centre. Once the learner is deemed competent and ready for the EISA, Afri issue statement of results and apply to the QP for a credible assessment centre on behalf of the learner.

External Integrated Summative Assessment (EISA):

The external integrated summative assessment (EISA) conducted through the relevant QCTO Assessment Quality partner is required for the issuing of this qualification. The external integrated summative assessment will focus on the exit level outcomes and associated assessment criteria.

Certification:

The QCTO will issue the certificate to successful candidates after completion of the EISA.

Occupational Certificate: Small Business Consultant

NQF Level: 5	SAQA ID: 118741	QCTO: 01-QCTO/SDP220624095824
Qualification Duration:	18 – 24 Months	Credits: 244
Contact Days:	Customise to client-specific needs and learner experience/level	
Target Market	This qualification is designed for learners to operate as a Small Business Consultant.	

Recommended entry requirements

Learners should be competent in the following:

- NQF Level 4 qualification

Purpose

The purpose of this qualification is to prepare a learner to operate as a Small Business Consultant. A Small Business Consultant consults and guides in business development.

Rationale:

Small Business Consulting is an essential service in the socio-economic and technological development of the country and requires unique skills to create an enabling environment for growth and sustainable businesses. Various professional bodies such as the Institute of Business Advisors South Africa (IBASA) and Small Enterprise Development Agency (SEDA) have been consulted in respect to this qualification and have emphasised the need for this assistance in the industry where it will be providing an efficient and effective support service to businesses and, therefore, have an important role in job creation and drivers of growth thereby adding to the economic development and ensuring businesses receive the necessary support early on.

This qualification recognises the competence, knowledge and skills required to advise in the management and development of business ventures. The development of competence in this field can lead to better service delivery, sustainability and the promotion of job creation and security. The qualification supports the objectives of the NQF in that it gives the learner access to a nationally recognised qualification that acknowledges the skills and knowledge that he/she has acquired. It will, therefore, ensure that the quality of education and training received by learners in the sector is enhanced and of a world-class standard.

The target market for this qualification includes school leavers and will allow those in formal education, those already employed in organisations in the small business consulting industry, and those in public and private small business consulting practice, access to a qualification that can be used as a benchmark to gauge their competence against local and international standards.

Learners will find employment within the private sector, public sector, non-governmental organisations, non-profit organisations, small, medium and micro enterprises, sole proprietors, and may have an opportunity for self-employment. These roles may vary from business analyst, business consultant, business advisor, business advisory specialist, business advising consultant, small business consultants, small business advisors, engagement consultants, or maybe more specialist roles such as strategy consultants, human resources consultants, operations consultants, financial advisory consultants or risk and compliance consultants.

The business will obtain an objective consulting service where these consultants can recognise and identify problem areas, discover inefficiencies and redundancies, and provide legitimate solutions that can assist the business to get back on track. By these businesses providing a new or better service well, they help themselves

and the community in which they operate to create jobs and make the community sustainable and resilient. This, in turn, stimulates economic growth, create jobs and addresses high levels of unemployment.

Exit level outcomes

On completion the learners will be able to:

- Appraise personal capabilities for performing business consulting.
- Examine due diligence and compliance with relevant legislation.
- Evaluate business performance, business owner and activities.
- Provide strategic and operational consulting service.
- Establish and implement change management structures.
- Entrench project implementation approach.
- Identify and clarify key improvement elements in the value chain.

This qualification is made up of the following modules:

Knowledge Modules:

- 242101-000-00-KM-01, Regulatory and Legislative Framework, Level 5, 5 Credits.
- 242101-000-00-KM-02, Compliance Audit, Level 5, 5 Credits.
- 242101-000-00-KM-03, Fundamentals of Entrepreneurial Profiles, Level 4, 4 Credits.
- 242101-000-00-KM-04, Business Consulting Development, Level 5, 5 Credits.
- 242101-000-00-KM-05, Strategic and Operational Plans, Level 5, 5 Credits.
- 242101-000-00-KM-06, Professional Business Success Factors, Level 5, 5 Credits.
- 242101-000-00-KM-07, Principles of Marketing, Level 5, 5 Credits.
- 242101-000-00-KM-08, Business Finance, Level 5, 5 Credits.
- 242101-000-00-KM-09, Principles of Costing and Pricing to a Business Venture, Level 4, 5 Credits.
- 242101-000-00-KM-10, Risk Profiling, Level 5, 5 Credits.
- 242101-000-00-KM-11, Principles of Tendering, Level 5, 4 Credits.
- 242101-000-00- KM12, Business Appraisal, Level 5, 5 Credits.
- 242101-000-00- KM13, Business Requirements and Business Rescue Strategies, Level 5, 5 Credits.
- 242101-000-00- KM-14, Effective Communication, Level 5, 5 Credits.
- 242101-000-00- KM-15, Principles of Ethics in Business, Level 6, 3 Credits.
- 2421000-00-00- KM-16, Strategies for Behaviour Change and Coaching, Level 5, 3 Credits.
- 242101-000-00-KM-17, Principles of Change Management, Level 5, 5 Credits.
- 242101-000-00-KM-18, Introductory Studies for Project Managers, Level 5, 5 Credits.
- 242101-000-00-KM-19, Application of Contract Documentation, Level 5, 4 Credits.
- 242101-000-00-KM-20, Evaluation of Influences in Value Chain, Level 5, 5 Credits.

Total number of credits for Knowledge Modules: 93

Practical Skill Modules:

- 242101-000-00-PM-01, Evaluate Personal Capability for Performing Business Consulting Services, Level 5, 8 Credits.
- 242101-000-00-PM-02, Carry Out Due Diligence and Check Compliance with Relevant Legislation, Level 6, 8 Credits.
- 242101-000-00-PM-03, Monitor Methods of Appraisal of Business Owner, Business Performance and Activities, Level 5, 8 Credits.
- 242101-000-00-PM-04, Provide Strategic and Operational Consulting Service, Level 6, 10 Credits.

- 242101-000-00-PM-05, Develop and Implement Change Management Framework, Level 5, 5 Credits.
- 242101-000-00-PM-06, Develop Project Implementation Approach, Level 5, 8 Credits.
- 242101-000-00-PM-07, Interpret the Influences of Key Components in The Value Chain on Business Efficiency, Level 5, 8 Credits.

Total number of credits for Practical Skill Modules: 84

This qualification also requires the following Work Experience Modules:

- 242101-000-00-WM-01, Procedures to Evaluate Personal Capability for Performing Business Consulting Services, Level 5, 10 Credits.
- 242101-000-00-WM-02, Processes and Procedures for Carrying Out and Checking Due Diligence Compliance with Relevant Legislation, Level 5, 15 Credits.
- 242101-000-00-WM-03, Process to Monitor Methods of Appraisal of Business Owner, Business Performance and Activities, Level 5, 15 Credits.
- 242101-000-00-WM-04, Procedures to Provide Strategic and Operational Consulting Service, Level 5, 20 Credits.
- 242101-000-00-WM-05, Process to Develop and Implement a Change Management Framework, Level 5, 10 Credits.
- 242101-000-00-WM-06, Process and Procedures to Develop Project Approach, Level 5, 15 Credits.
- 242101-000-00-WM-07, Procedures to Interpret the Influences of Key Components in The Value Chain on Business Efficiency, Level 5, 11 Credits.

Total number of credits for Work Experience Modules: 96

Internal assessment:

Portfolio of evidence will be submitted within two months after the training of each module. Assessment is conducted by a SME throughout the programme implementation, including formative and summative assessment. The workplace modules are included in the SME deliverables. Results are recorded and mock examinations forms part of the assessment activities, to ensure the successful application for each learner to write their EISA at an accredited assessment centre. Once the learner is deemed competent and ready for the EISA, Afri issue statement of results and apply to the QP for a credible assessment centre on behalf of the learner.

External Integrated Summative Assessment (EISA):

The external integrated summative assessment (EISA) conducted through the relevant QCTO Assessment Quality partner is required for the issuing of this qualification. The external integrated summative assessment will focus on the exit level outcomes and associated assessment criteria.

Certification:

The QCTO will issue the certificate to successful candidates after completion of the EISA.

Occupational Certificate: Production Operator

Level: 3	SAQA ID: 120037	QCTO: 01-QCTO/SDP141024130404
Duration:	12 months	Credits: 122
Contact Days:	Customise to client-specific needs and learner experience/level	
Target Market	This qualification is intended for learners who: • Seek vocational knowledge and skills appropriate to the context of manufacturing and production • Have an interest in a career in the production and manufacturing sector • Wish to utilise the production operator qualification as an entry qualification for fields in production and manufacturing.	

Purpose

The purpose of this qualification is to prepare a learner to operate as a production operator.

A production operator carries out the activities to set up, operate, monitor and control production process plant machines and equipment, competently and safely. Operation may be for a single unit, or a group of units which form a part of the manufacturing or production process.

The qualifying learner will know the functioning and operating requirements for the applicable machines and equipment to achieve production targets, including health, safety and the environmental requirements and will be able to operate the plant productively.

Entry requirements

- Communication at NQF Level 1
- Mathematical Literacy at NQF Level 1

Exit level outcomes

- Operate, monitor and control manufacturing production plant, equipment and machinery by applying and exercising policies, procedures, performance requirements, controls and operating standards.
- Perform work safely

Programme outline

Knowledge Modules

712101-001-00-KM-01, Workplace Fundamentals, Level 2, 8 Credits.

712101-001-00-KM-02, Production/Processing, Level 2, 16 Credits.

Total number of credits for Knowledge Modules: 24

Practical Skill Modules

712101-001-00-PM-01, Work safely, Level 2, 4 Credits.

712101-001-00-PM-02, Set Up, Operate, Monitor, and Control Production Plant Machines and Equipment, Level 3, 28 Credits.

Total number of credits for Practical Skill Modules: 32

Work Experience Modules

712101-001-00-WM-01, Production Plant Operations, Level 3, 66 Credits.

Total number of credits for Work Experience Modules: 66

Facilitation strategy

For the knowledge modules and practical modules, Afri offers our clients various facilitation methods based on specific needs. This can include in-person, on-line, virtual facilitation methods or a combination of any of these. Various learning techniques, such as simulations, roleplays and presentations are used. Facilitators give feedback on participation, strengths, and areas for improvement. Practical application is crucial, requiring learners to apply knowledge in their daily work under supervision.

For the work experience modules, learners will be provided with a detailed work experience guide. This will enable learners to complete the required work experience modules under the guidance of a workplace coach/mentor.

Assessment strategy

Formative assessment for the knowledge modules and practical modules is conducted throughout the programme during the facilitated sessions. Assessment activities are included in the Formative Assessment Workbook and will be checked by the facilitator. Learners are expected to complete all the activities in their workbooks.

Summative assessment is conducted at the end of each module. Learners are expected to complete summative assessment activities in the workplace. These will be assessed by Afri

Statement of work experience: Afri will declare a learner ready for the External Integrated Summative Assessment (EISA) once the formative and summative activities are completed and a statement of work experience with supporting evidence is compiled in the learner's workplace.

The external integrated summative assessment (EISA) will be conducted through the relevant Quality Council for Trades and Occupations (QCTO) Assessment Quality partner. The EISA will focus on the exit level outcomes and associated assessment criteria. The EISA will be conducted by means of a combination of a written assessment (paper or online) at an approved assessment site and the external assessment of the evidence produced during the workplace experience at an approved assessment site by an Assessment Quality Partner (AQP) registered assessor. The assessments will test the candidate's ability to communicate, solve problems and make decisions in relation to a set of typical situations and circumstances which include receiving and recording freight according to policy, allocating freight for storage and controlling of stock, picking, reconciling and dispatching of freight.

EISA Preparation: Afri will allocate time in the programme schedule for EISA preparation. Focus will be given to exam techniques, past papers, and remedial coaching.

Occupational Certificate: Production Operator: First-line Production Supervisor

Level: 4	SAQA ID: 115722	QCTO: 01-QCTO/SDP141024130404
Duration:	12 months	Credits: 86
Contact Days:	Customise to client-specific needs and learner experience/level	
Target Market	This part-qualification is intended for learners who: Typically, learners are working in a technical or operational capacity in manufacturing or production. This part-qualification provides the learner with the necessary supervisory and management skills and competencies to continue the leaning pathway to progress vertically in any production or manufacturing environment.	

Purpose

The purpose of this part-qualification is to prepare a learner to operate as a First-line Production Supervisor. First-line Production Supervisors plan, organise, control, leads, coordinate and review production operations of a single unit. The First-line Supervisor manages physical and human resources in production or manufacturing processes. Duties include managing tradesmen, craftsmen, process control technicians, machine operators, assemblers, labourers and other workers. The duties cover maintenance, monitoring and control of occupational health and safety, legal compliance, quality assurance, troubleshooting and problem-solving. A First-line Production Supervisor is required to schedule and oversee production activities and resources for efficiency and continuous improvement as well as training and development including on-the-job-training and development.

Entry requirements

- NQF Level 3 qualification in Operations/Technical Industry.
Or
- Assessed Work experience of at least three years in an operational/technical capacity in a production operation.

Exit level outcomes

- Plan, organise, control, lead, coordinate and review production operations of a unit, including physical and human resources.
- Plan, organise, control, lead, coordinate, review and oversee personnel in the unit

Programme outline

Knowledge Modules

- Knowledge, 312201-000-00-00- KM-01, Operations Management, Level 4, 8 Credits.
- Knowledge, 312201-000-00-00- KM-03, Team Leadership, Level 4, 8 Credits.
- Knowledge, 312201-000-00-00- KM-05, Business Administration, Level 4, 8Credits.

Total number of credits for Knowledge Modules: 24

Practical Skill Modules

- Practical, 312201-000-00-00- PM-01, Supervise production, Level 4, 7 Credits.
- Practical, 312201-000-000-00-PM-02, Supervise personnel, Level 4, 7 Credits

Total number of credits for Practical Skill Modules: 14

Work Experience Modules

- Work Experience, 312201-000-00-00- WM-01, Workplace operations, Level 4, 48 Credits

Total number of credits for Work Experience Modules: 48

Facilitation strategy

For the knowledge modules and practical modules, Afri offers our clients various facilitation methods based on specific needs. This can include in-person, on-line, virtual facilitation methods or a combination of any of these. Various learning techniques, such as simulations, roleplays and presentations are used. Facilitators give feedback on participation, strengths, and areas for improvement. Practical application is crucial, requiring learners to apply knowledge in their daily work under supervision.

For the work experience modules, learners will be provided with a detailed work experience guide. This will enable learners to complete the required work experience modules under the guidance of a workplace coach/mentor.

Assessment strategy

Associated Assessment Criteria for Exit Level Outcome 1:

- Utilise the Management Information System (MIS) following production requirements, standards, policies and procedures.
- Manage budgets according to standards, policies and procedures.
- Control production according to production requirements, standards, policies and procedures.
- Quality assures, control and analyse production processes for improvement according to requirements.
- Manage waste according to requirements, standards, policies and procedures.
- Complete administrative functions and first-line supervisory duties, functions, processes and procedures according to legal and operating requirements, standards, policies and procedures.

Associated Assessment Criteria for Exit Level Outcome 2:

- Supervise the unit to achieve objectives according to standards, policies and procedures.
- Manage individual and team performance, including training and development, according to requirements, standards, policies and procedures.
- Monitor and control occupational health and safety schedules, activities and resources to specified requirements, standards, policies and procedures.

Integrated Assessment:

Integrated formative assessment:

To qualify for an external assessment, learners must provide proof of completion of all required modules using statements of results and work experience record including the Foundational Learning Competence.

Integrated Summative Assessment:

An external integrated summative assessment, conducted through the relevant QCTO Assessment Quality Partner, is required to issue this qualification. The external integrated summative assessment will focus on the Exit Level Outcomes and Associated Assessment Criteria. **Summative assessment** is conducted at the end of each module. Learners are expected to complete summative assessment activities in the workplace. These will be assessed by Afri

Statement of work experience: Afri will declare a learner ready for the External Integrated Summative Assessment (EISA) once the formative and summative activities are completed and a statement of work experience with supporting evidence is compiled in the learner's workplace.

The external integrated summative assessment (EISA) will be conducted through the relevant Quality Council for Trades and Occupations (QCTO) Assessment Quality partner. The EISA will focus on the exit level outcomes and associated assessment criteria. The EISA will be conducted by means of a combination of a written assessment (paper or online) at an approved assessment site and the external assessment of the evidence produced during the workplace experience at an approved assessment site by an Assessment Quality Partner (AQP) registered assessor. The assessments will test the candidate's ability to communicate, solve problems and make decisions in relation to a set of typical situations and circumstances which include receiving and recording freight according to policy, allocating freight for storage and controlling of stock, picking, reconciling and dispatching of freight.

EISA Preparation: Afri will allocate time in the programme schedule for EISA preparation. Focus will be given to exam techniques, past papers, and remedial coaching.

National Certificate: Production Technology

Level: 2	SAQA ID: 58781	MerSETA:01-MER/SDP121023140955
Learnership Duration:	12 Months	Credits: 125
Contact Days:	Customise to client-specific needs and learner experience/level	
Target Market	Production assistant; factory assistant; logistics assistant; quality assistant	

Level: 2	SAQA ID: 58781	MerSETA:01-MER/SDP121023140955
Learnership Duration:	12 Months	Credits: 125
Contact Days:	Customise to client-specific needs and learner experience/level	
Target Market	Production assistant; factory assistant; logistics assistant; quality assistant	

Recommended entry requirements

Learners should be competent in the following:

- Communication at NQF Level 1
- Mathematical literacy at NQF Level 1

Purpose

The combination of learning outcomes that comprise this qualification will provide the qualifying learner with vocational knowledge and skills appropriate to the context of production technology.

This qualification provides learners with the range of learning and skills required to be able to perform a series of activities to support manufacturing, engineering and technology processes. Learners will acquire a range of skills in the identification of production parameters in manufacturing, engineering and technology industries and basic strategies to achieve them.

This qualification is the second qualification in a pathway of three (3) qualifications for learners in the production technology environment.

This qualification contributes to the industries in manufacturing and related fields which will allow learners who achieve the qualification to contribute and function in areas such as production planning and control, systems and maintenance, quality and occupational health and safety. Learners who will typically embark on this qualification are individuals who have an interest in a career in production technology. The production technology competencies incorporated in this qualification can also be offered as support skills programmes to incumbents in any other manufacturing, engineering and technology field qualifications.

Qualification rules

This qualification requires a total of 125 credits as listed below:

Fundamental component:

Fundamental: all 36 credits

Core component:

Core: all 69 credits

Elective component:

Elective: minimum 20 credits from the specialisation, sector or general elective unit standards

Exit level outcomes

The qualifying learner will be able to:

1. Communicate production and manufacturing related operational information to a variety of end users.
Range: End users include but are not limited to supervisor, serviceman, peers, co-workers.
2. Optimise organisational structures, functions and processes to contribute to achieving production specifications.
3. Maintain a safe and healthy work environment through contributions made to production activities individually and in working groups.
4. Demonstrate an understanding of production technology practices, terminology and systems as applied in manufacturing, engineering and technology.
5. Apply quality standards and procedures in production activities.

Learning Outcomes**Communicate in the workplace**

- Oral communication accommodates audience and context needs.
- Range: Audience can include internal organisation customers such as supervisor, serviceman, peers, co-workers and suppliers and communication can be about materials or product characteristics and quality).
- Interpretation of information from texts is justified in terms of literal and implicit content of text.
- Range: Text includes production plans, job instructions, and work procedures, policies.
- Use of information from texts is relevant for specific contexts.
- Written texts are relevant for specified communicative contexts.
- Range: Written text pertains to routine maintenance, safety, quality, and production documentation, production
- Data and process control parameters that are recorded.
- Use of language and communication in occupational learning programmes meet specified requirements.

Optimise organisational structures

- The organisational structure and functions are explained to reflect the inter-relationship between the production process and the broader organisation.
- The systems and processes related to the workplace is identified and applied to reflect an understanding of organisational operations.
- The role of the individual is identified and explained to demonstrate the impact on the achievement of production specifications and targets.
- The role of individuals and their impact is identified and explained to reflect the achievement of quality specifications and targets.

Safety in the workplace

- Factors that constitute safe workplace practices are demonstrated to ensure safe work conditions for production.
- Factors that pose a risk are identified and reported to address the specific risk.
- The impact of maintenance on safe machine operations is explained to contribute to a safe and healthy work environment.
- Routine maintenance is conducted, and records are kept meeting safety requirements.
- How an individual contributes to health, safety and environmental practices is demonstrated through personal hygiene and adherence to policies and procedures.

Demonstrate an understanding of production technology practices

- Production technology practices, terminology and systems are explained in terms of its relationship to production.
- Production input, process and output variables and its influence are identified and explained to optimise resource utilisation and the production process.
- Production targets are explained in terms of production requirements and contribution to organisational goals.
- Range: Production requirements include given time, cost, quality, quantity, value-add and customer specifications.
- Safety, health and environmental policies, procedures and legislation are complied with during the production process.

Apply quality standards and procedures in production activities.

- Quality control principles and practices are interpreted and applied to meet quality specifications in production.
- An understanding of the importance of continuous quality checks are demonstrated to reflect its impact on production.
- Quality problems are solved by comparing and interpreting quality data in the workplace.
- Basic monitoring of production is undertaken to ensure that the product stays within the limits of quality specifications.
- Range: Basic monitoring: sensory, simple measurement, defect charts, samples.

Unit Standards

Fundamental component

US ID	US Title	Level	Credits
119463	Access and use information from texts	Level 2	5
9009	Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life-related problems	Level 2	3
7480	Demonstrate understanding of rational and irrational numbers and number systems	Level 2	3
119454	Maintain and adapt oral/signed communication	Level 2	5
12444	Measure, estimate and calculate physical quantities and explore, describe and represent geometrical relationships in 2-dimensions in different life or workplace contexts	Level 2	3
119460	Use language and communication in occupational learning programmes	Level 2	5
7469	Use mathematics to investigate and monitor the financial aspects of personal and community life	Level 2	2
9007	Work with a range of patterns and functions and solve problems	Level 2	5
119456	Write/present for a defined context	Level 2	5

Unit Standards

Core component

US ID	US Title	Level	Credits
14445	Frame and implement an individual action plan to improve productivity within an organisational unit	Level 1	3
13162	Identify and describe inputs, outputs, stages and quality indicators of the manufacturing, assembly or engineering process	Level 1	10
13167	Identify potential hazards and critical safety issues in the workplace	Level 1	2
9964	Apply health and safety to a work area	Level 2	3
114891	Count stock for a stock-take	Level 2	5
13220	Keep the work area safe and productive	Level 2	8

119139	Monitor the quality of the input materials and the manufactured plastic product	Level 2	12
12036	Orientate self in the workplace	Level 2	6
13221	Perform routine maintenance	Level 2	8
12667	Supply raw and processed material to production line	Level 2	3
12463	Understand and deal with HIV/AIDS	Level 2	3
12456	Explain and use organisational procedures	Level 3	6

Unit Standards

Elective component

US ID	US Title	Level	Credits
9879	Use and care for tools and equipment	Level 2	10
12476	Select, use and care for engineering measuring equipment	Level 2	4
119744	Select, use and care for engineering hand tools	Level 2	8

National Certificate: Production Technology

Level: 3	SAQA ID: 58785	MerSETA:01-MER/SDP121023140955
Learnership Duration:	12 Months	Credits: 120
Contact Days:	• Customise to client-specific needs and learner experience/level	
Target Market	• Production supervisor; production assistant; factory supervisor; logistics supervisor; quality supervisor	

Recommended entry requirements

Learners should be competent in the following:

- Communication at NQF Level 2
- Mathematical literacy at NQF Level 2

Learning assumed to be in place:

- Contribute to achieving production specifications through optimising organisational structures, functions and processes NQF Level 2.
- Demonstrate an understanding of production technology practices, terminology and systems as applied in manufacturing, engineering and technology NQF Level 2.
- Contribute to efficient and effective production by applying quality standards and procedures NQF Level 2.

Purpose

The combination of learning outcomes that comprise this qualification will provide the qualifying learner with vocational knowledge and skills appropriate to the context of production technology.

This qualification provides learners with the range of learning and skills required to be able to perform a series of activities to support manufacturing, engineering and technology processes. Learners will acquire a range of skills in the identification of production parameters in manufacturing, engineering and technology industries and basic strategies to achieve them.

The qualifying learner will be able to:

1. Perform production maintenance activities and report irregularities within organisational structures.
2. Apply the fundamental concepts, theories and techniques of production systems.
3. Apply the fundamental concepts relating to production planning, scheduling and control.
4. Apply quality control and quality assurance practices for efficient and effective production processes.
5. Communicate effectively as a member of a team.

This qualification is the second qualification in a pathway of three (3) qualifications for learners in the production technology environment.

Rationale

As a result of an increased need for efficient and quality production processes in the manufacturing, engineering and technology field, the demand for production technology competencies has become more evident.

This qualification contributes to the industries in manufacturing and related fields which will allow learners who achieve the qualification to contribute and function in areas such as production planning and control, systems and maintenance, quality and occupational health and safety. Learners who will typically embark on this qualification are individuals who have an interest in a career in production technology. The production technology competencies incorporated in this qualification can also be offered as support skills programmes to incumbents in any other manufacturing, engineering and technology field qualifications.

Qualification rules

This qualification requires a total of 120 credits as listed below:

Fundamental component:

Fundamental: all unit standards to the value of 36 credits must be completed.

Core component:

Core: all the core unit standards to the value of 51 credits must be completed.

Elective component:

Elective: Learners must complete unit standards to the value specialisation, of at least 33 credits from the specialisation, sector or general elective unit standards.

Exit level outcomes

The qualifying learner will be able to:

1. Perform production maintenance activities and report irregularities within organisational structures.
2. Apply the fundamental concepts, theories and techniques of production systems.

Range: Include, but not limited to, Just in Time (JIT), cycle times, process flow, division of labour, lead times, transport systems, supply chain, value chain, Total Quality Management (TQM), process control, inventory control, batch sizes, capacity, productivity, lean manufacturing, waste management.

3. Apply the fundamental concepts relating to production planning, scheduling and control.
4. Apply quality control and quality assurance practices for efficient and effective production processes.
5. Communicate effectively as a member of a team.

Learning Outcomes

Production performance in the workplace

- Perform production maintenance activities and report irregularities within organisational structures
- Apply the fundamental concepts theories and techniques of production systems
- Range: Include, but not limited to, Just in Time (JIT), cycle times, process flow, division of labour, lead times, transport, systems, supply chain, value chain, Total Quality Management
- (TQM), process control, inventory control, batch sizes, capacity; productivity; lean manufacturing; waste management.
- Apply the fundamental concepts relating to production planning, scheduling and control.
- Apply quality control and quality assurance practices for efficient and effective production processes.
- Communicate effectively as a member of a team.

Fundamentals of production maintenance

- Basic production concepts and theories are explained to contribute to production efficiencies.
- Basic production techniques are explained and applied according to prescribed company specifications.
- Production/process resources are utilised optimally in the application of prescribed company specifications.

Production planning, scheduling and control techniques

- Planning, scheduling and control techniques are explained and applied according to prescribed procedures to achieve production targets.
- Factors influencing planning, scheduling and control are explained and considered to interpret production plans and schedule resources.
- Production plans are interpreted, and resources scheduled to meet prescribed objectives.

Management systems

- Company quality management systems are explained and applied according to company policies and customer specifications.
- Product deviations and non-conformances are identified and responded to according to company procedures to meet quality specifications.
- Company environmental management system is explained and applied according to company policies and legislation.
- Quality inspection and sampling is performed to prevent deviations and non-conformances according to company procedures.

Data interpretation

- Information and data are interpreted to ensure simple reports are produced for record keeping purposes.
- Communication processes are engaged in to inform peers and supervisors of production processes and challenges.
- Manufacturing materials tools are listed and stored for the purpose of production to standard specifications.
- Relationships with peers, supervisory and management levels are established and functioning to promote communication within the workplace.
- Issues related to own role and purpose in the organisation are discussed to reflect an understanding of individual contribution to the manufacturing process.
- Problems are identified in a timely manner, reported and discussed and the agreed corrective action is implemented.

Unit Standards

Fundamental component

US ID	US Title	Level	Credits
119472	Accommodate audience and context needs in oral/signing communication	Level 3	5
9010	Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations	Level 3	2
9013	Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 3	4
119466	Interpret a variety of literary texts	Level 3	5
119457	Interpret and use information from texts	Level 3	5
9012	Investigate life and work-related problems using data and probabilities	Level 3	5
119467	Use language and communication in occupational learning programmes	Level 3	5
7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	Level 3	5

Unit Standards

Core component

US ID	US Title	Level	Credits
13234	Apply quality procedures	Level 3	8
13223	Apply safety, health and environmental protection procedures	Level 3	6
244504	Describe and explain the principles of logistics support in a specific context	Level 3	6
116218	Explain the planning and scheduling of tasks in a production environment	Level 3	3
242814	Identify and explain the core and support functions of an organisation	Level 3	6
9913	Perform first line maintenance	Level 3	14
120379	Work as a project team member	Level 4	8

Unit Standards

Elective component

US ID	US Title	Level	Credits
9530	Manage work time effectively	Level 3	3
116280	Demonstrate understanding of warehouse manufacturing and inventory assembly	Level 2	20
113829	Operate within a logistics environment	Level 4	10

National Certificate: Wholesale and Retail Operations

Level: 2	SAQA ID: 58206	W&R Seta: 2335
Learnership Duration:	12 Months	Credits: 120
Contact Days:	• Customise to client-specific needs and learner experience/level	
Target Market	• Operations, Administration, Merchandising, Stock control, Customer service, Visual display merchandising, Help desk operations	

Recommended entry requirements

- Communication at NQF Level 1.
- Mathematical Literacy at NQF Level 1.

Purpose:

After successful completion of this qualification, learners will be able to:

- Understand then sector in which they work in.
- Provide customers with a high level of service
- Operate effectively and efficiently in their area of specialisation.

Qualification rules

This qualification is made up of Fundamental, Core and Elective unit standards and a minimum of 120 Credits is required to complete the qualification.

Fundamental component:

All unit standards totalling 36 credits are compulsory.

Core component:

All unit standards totalling 23 credits are compulsory.

Elective component

For the elective component, the qualifying learner must achieve a minimum of 61 credits by:

- Choosing one area of specialisation and complete all the unit standards listed in the specialisation.
- Choosing additional unit standards from the remainder of the electives to make up a total of 61 credits for the elective component.

Modules

Module 1: Communication in Wholesale and Retail

- Access and use information from texts
- Maintain and adapt oral/signed communication
- Use language and communication in occupational learning programmes
- Write/present for a defined context

Module 2: Numeracy and Business Calculations

- Work with a range of patterns and functions and solve problems
- Identify, describe, compare, classify, explore shapes and motion in 2-and 3-dimensional shapes in different contexts
- Apply basic knowledge of statistics and probability to influence the use of data and procedures to investigate life related problems
- Demonstrate understanding of rational and irrational numbers and number systems
- Use mathematics to investigate and monitor the financial aspects of personal and community life

Module 3: Wholesale and Retail Business Environment

- Define the core concepts of the wholesale and retail environment
- Interact with customers
- Sell products to customers in a wholesale and retail outlet
- Resolve customer queries / complaints

Module 4: Working in Wholesale and Retail

- Complete basic business calculations
- Process payment at a Point of Sales (POS)
- Record transactions
- Pack customer purchases at point of sales

Module 5: Chain store operations

- Count stock for a stock-take
- Operate a computer in a wholesale/retail outlet
- Mark merchandise and maintain displays
- Maintain a safe and secure wholesale and retail environment

Unit Standards

Fundamental component

US ID	US Title	Level	Credits
119463	Access and use information from texts	2	5
119454	Maintain and adapt oral/signed communication	2	5
119460	Use language and communication in occupational learning programmes	2	5
119456	Write/present for a defined context	2	5
9007	Work with a range of patterns and functions and solve problems	2	5
9008	Identify, describe, compare, classify, explore shapes and motion in 2-and 3-dimensional shapes in different contexts	2	3
9009	Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life related problems	2	3
7480	Demonstrate understanding of rational and irrational numbers and number systems	2	3
7469	Use mathematics to investigate and monitor the financial aspects of personal and community life	2	2

Unit Standards

Core component

US ID	US Title	Level	Credits
114895	Define the core concepts of the wholesale and retail environment	2	10
114903	Interact with customers	2	8
117887	Complete basic business calculations	2	5

Unit Standards

Elective component

US ID	US Title	Level	Credits
114900	Sell products to customers in a wholesale and retail outlet	3	12
114911	Resolve customer queries / complaints	3	8
114894	Process payment at a Point of Sales (POS)	2	10
114889	Record transactions	2	8
114893	Pack customer purchases at point of sales	2	3
114891	Count stock for a stock-take	2	5
114902	Operate a computer in a wholesale/retail outlet	2	6
114906	Mark merchandise and maintain displays	2	10
114912	Maintain a safe and secure wholesale and retail environment	2	10

Occupational Certificate: Firefighter

Level: 4	SAQA ID: 98991	QCTO: 01-QCTO/SDP030526185942
Duration:	12 months	Credits:149
Contact Days:	Customise to client-specific needs and learner experience/level	
Target Market	• New entrants from formal schooling — individuals who wish to start a career in emergency services, particularly fire and rescue services, at entry level. • Existing employees — people who are currently employed as firefighters or performing firefighting-related activities who need formal recognition of their skills.	

Purpose

A Firefighter performs a variety of tasks, associated with responding to and dealing with fires and emergency situations and participating in fire prevention/safety work and training exercises. The fire fighter ensures station and equipment maintenance to ensure the delivery of effective and efficient emergency services in order to protect life, environment and property.

A qualified learner will be able to:

- Reduce the loss of life and property through fire risk identification, inspection, education and response readiness.
- Perform fire ground operations.
- Perform rescue operations in emergencies.
- Protect life, environment and property in the event of a hazardous material/dangerous goods incident.

Entry requirements

- NQF Level 4 with mathematics
- Learners must also have a copy of a current first aid level 3 certificate to qualify to write the EISA
- Learners must be 18 years or older and must be physically and mentally fit

Exit level outcomes

- Conduct basic pre-incident surveys, basic fire safety surveys at low-risk occupancies and present fire safety information.
- Perform fire ground operations in a safe manner to control and extinguish fires as a member of a team.
- Perform fire ground support operations in a safe manner.
Perform wild land-firefighting activities as a member of a team in a safe manner.
- Perform rescue and extrication activities and assist with special rescue incidents.
- Perform functions during a dangerous goods incident through the identification of dangerous goods and the implementation of appropriate actions in a safe manner.

Programme outline

This qualification is made up of the following compulsory Knowledge and Practical Skill Modules:

Knowledge Modules:

- 541101000-KM-01, Fire and Rescue Service Environment, at NQF Level 4, 4 Credits.
- 541101000-KM-02, Fire safety and prevention, at NQF Level 4, 4 Credits.
- 541101000-KM-03, Fire behaviour, at NQF Level 4, 2 Credits.
- 541101000-KM-04, Fires in work places, at NQF Level 4, 2 Credits.
- 541101000-KM-05, Fire ground operations, at NQF Level 4, 12 Credits.
- 541101000-KM-06, Fire Ground Support Functions, at NQF Level 4, 6 Credits.
- 541101000-KM-07, Wild land Firefighting, at NQF Level 4, 4 Credits.
- 541101000-KM-08, Compressed Air Respiratory Protection, at NQF Level 4, 4 Credits.
- 541101000-KM-09, Rescue Services, at NQF Level 4, 5 Credits.
- 541101000-KM-10, Recognise the dangerous goods incident, at NQF Level 4, 4 Credits.

Total number of Credits for Knowledge Modules: 47.

Practical Skill Modules:

- 541101000-PM-01, Conform to the Fire and Rescue Service environment, at NQF Level 4, 2 Credits.
- 541101000-PM-02, Perform Fire Safety and Prevention activities, at NQF Level 4, 4 Credits.
- 541101000-PM-03, Confine and/or extinguish small scale fires in work places, at NQF Level 4, 2 Credits.
- 541101000-PM-04, Perform fire ground operations, at NQF Level 4, Credits 8.
- 541101000-PM-05, Perform fire ground support functions, at NQF Level 4, 10 Credits.
- 541101000-PM-06, Control and extinguish Wild land fires, at NQF Level 4, 5 Credits.
- 541101000-PM-07, Use compressed air Respiratory Protection, at NQF Level 4, 4 Credits.
- 541101000-PM-08, Perform rescue and extrication, at NQF Level 4, 8 Credits.
- 541101000-PM-09, Recognise the dangerous goods incident, at NQF Level 4, 3 Credits.

Total number of Credits for Practical Skill Modules: 46.

This qualification also requires the following Work Experience Modules:

- 541101000-WM-01, Fire prevention processes, at NQF Level 4, 9 Credits.
- 541101000-WM-02, Fire controlling and extinguishing processes in work place, at NQF Level 4, 2 Credits.
- 541101000-WM-03, Fire Controlling and extinguishing processes, at NQF Level 4, 12 Credits.
- 541101000-WM-04, Support processes, at NQF Level 4, 12 Credits.
- 541101000-WM-05, Wild land fire controlling and extinguishing processes, at NQF Level 4, 6 Credits.
- 541101000-WM-06, Rescue operations processes, NQF Level 4, 9 Credits.
- 541101000-WM-07, Life, property and environment protection processes, at NQF Level 4, 6 Credits.

Total number of Credits for Work Experience Modules: 56.

Assessment & Certification

Internal assessment:

- Learners will undergo continuous formative assessments through practical evaluations, assignments, and workplace observations.
- An external integrated summative assessment will be conducted at an accredited assessment centre.
- Assessment methods include written exams, controlled simulations, and practical demonstrations to evaluate knowledge, application, and competency.

External Integrated Summative Assessment (EISA):

Qualifying for external assessment:

In order to qualify for the external summative assessment, learners must have a copy of a completed and signed Portfolio of Evidence inclusive of proof of successful completion of the four phased assessments including the Foundational Learning Competence.

Certification:

The QCTO will issue the certificate to successful candidates after completion of the EISA.

Occupational Certificate: Retail supervisor

Level: 4	SAQA ID:99573	QCTO: 01-QCTO/SDP210626144412
Duration:	10 - 12 months	Credits:100
Contact Days:	Customise to client-specific needs and learner experience/level	
Target Market	- Retail franchise owners, HR managers, and training directors looking to upskill promising staff to drive store performance, reduce losses, and boost customer service. - Assistant store managers and newly appointed supervisors aiming to formalize their leadership skills and build a recognized career in the sector. - Current retail professionals looking for career advancement, employers seeking to upskill staff, and individuals aiming to enter retail management	

Purpose

The purpose of this qualification is to equip a learner with knowledge and skills to operate as a Retail Supervisor.

A qualified learner will be able to:

- Supervise retail and wholesale staff.
- Supervise the implementation and maintenance of retail or wholesale operations.
- Analyse causes of customer complaints and to resolve them in a manner that promotes customer loyalty.

Entry requirements

- NQF Level 4 with mathematics literacy and communications

Exit level outcomes

- Plan and delegate a minimum of 12 tasks to 3 team members so that all tasks are completed within time-frames.
- Monitor and improve work performance where service standards and loss control standards are not being met.
- Analyse causes of customer complaints and to resolve them in a manner that promotes customer loyalty with organisational policies

Programme outline

This qualification is made up of the following compulsory Knowledge and Practical Skill Modules:

Knowledge Modules:

- 522201000-KM-01, Concepts and principles of supervising Wholesale or Retail staff, NQF Level 4, 10 Credits.
- 522201000-KM-02, Concepts and principles of monitoring and improving performance, NQF Level 4, 4 Credits.

- 522201000-KM-03, Concepts and principles for the implementation and maintenance of retail or wholesale operations, NQF Level 4, 3 Credits.
- 522201000-KM-04, Concepts and principles of enhancing customer service, NQF Level 4, 3 Credits.

Total number of Credits for Knowledge Modules: 20 Credits.

Practical Skill Modules:

- 522201000-PM-01, Supervise retail or wholesale staff, NQF Level 4, 6 Credits.
- 522201000-PM-02, Monitor and control the work performance of a team, NQF Level 4, 6 Credits.
- 522201000-PM-03, Supervise operations, NQF Level 4, 4 Credits.
- 522201000-PM-04, Supervise service to internal and external retail and wholesale customers, NQF Level 4, 2 Credits.
- 522201000-PM-05, Resolve queries and complaints from internal and external retail and wholesale customers, NQF Level 4, 2 Credits.

Total number of Credits for Practical Skill Modules: 20 Credits.

This qualification also requires the following Work Experience Modules:

- 522201000-WM-01, Processes and procedures for supervising wholesale or retail staff, NQF Level 4, 30 Credits.
- 522201000-WM-02, Processes and procedures for supervising, implementing and maintaining processes and procedures in a specific area of responsibility in a wholesale or retail outlet, NQF Level 4, 20 Credits.
- 522201000-WM-03, Processes and procedures for enhancing customer service in a wholesale or retail outlet, NQF Level 4, 10 Credits.

Total number of Credits for Work Experience Modules: 60 Credits

Assessment & Certification

Internal assessment:

- Learners will undergo continuous formative assessments through practical evaluations, assignments, and workplace observations.
- An external integrated summative assessment will be conducted at an accredited assessment centre.
- Assessment methods include written exams, controlled simulations, and practical demonstrations to evaluate knowledge, application, and competency.

External Integrated Summative Assessment (EISA):

An external integrated summative assessment, conducted through the relevant Quality Council for Trades and Occupations (QCTO) Assessment Quality Partner is required for the issuing of this qualification. The external integrated summative assessment will focus on the Exit Level Outcomes and Associated Assessment Criteria. The external assessment model requires that the external assessment will be conducted through a combination of written assessment and practical tasks at an accredited assessment centre.

Certification:

The QCTO will issue the certificate to successful candidates after completion of the EISA.

National Occupational Certificate: Sales representative

Level: 4	SAQA ID:121792	QCTO: 01- QCTO/SDP210626144205
Duration:	12 - 18 months	Credits:155
Contact Days:	Customise to client-specific needs and learner experience/level	
Target Market	The qualification is for people entering the sales occupation (often with no prior formal sales training) in the wholesale and retail industry, plus existing sales staff with relevant experience but no NQF Level 3 qualification who want to formalize their skills.	

Purpose

The purpose of this qualification is to prepare a learner to function as a Sales Representative.

A competent learner shall demonstrate among others the following attributes: honesty, integrity, punctuality, self-motivated, responsibility, accountability, interpersonal relations, customer service orientated, ethical behaviour, well organised, self-confidence and confidentiality.

A qualified learner will be able to:

- Manage customer relationships within the scope of a Sales Representative in the wholesale and retail industry.
- Market, promote and sell products of represented brands to improve sales.
- Implement product-positioning strategies within the competitive environment.

Entry requirements

- An NQF Level 3 qualification or at least three (3) years of work experience in sales within the Wholesale and Retail Industry

Exit level outcomes

- Manage customer relationships within the scope of a Sales Representative in the wholesale and retail industry.
- 2. Market, promote and sell products of represented brand to improve sales.
- 3. Apply product-positioning strategies within the competitive environment.

Programme outline

This qualification is made up of the following compulsory Knowledge and Practical Skill Modules:

Knowledge Modules:

- 332203-000-00-KM-01: Customer Relationship Management, NQF Level 4, 10 Credits.
- 332203-000-00-KM-02: Marketing, Promotions and Sales, NQF Level 4, 10 Credits.
- 332203-000-00-KM-03: Competitors and Positioning Strategies, NQF Level 4, 5 Credits.

Total number of Credits for Knowledge Modules: 25 Credits.

Practical Skill Modules:

- 332203-000-00-PM-01: Manage Customer Relationships within the Scope of a Sales Representative in the Wholesale and Retail Industry; NQF Level 4; Credits 15
- 332203-000-00-PM-02: Market, Promote and Sell Products, NQF Level 4, 20 Credits.
- 332203-000-00-PM-03: Implement Product-Positioning Strategies within the Competitive Environment; NQF Level 4, 10 Credits.

Total number of Credits for Practical Skill Modules: 45 Credits.

This qualification also requires the following Work Experience Modules:

- 332203-000-00-WM-01: Management of Customer Relationships within the Scope of a Sales Representative in the Wholesale and Retail Industry, NQF Level 4, 30 Credits.
- 332203-000-00-WM-02: Marketing, Promoting and Selling Products, NQF Level 4, 30 Credits.
- 332203-000-00-WM-03: Implementation of Product Positioning Strategies within the Competitive Environment, NQF Level 4, 25 Credits.

Total number of Credits for Work Experience Modules: 85 Credits

Assessment & Certification**Internal assessment:**

- Learners will undergo continuous formative assessments through practical evaluations, assignments, and workplace observations.
- An external integrated summative assessment will be conducted at an accredited assessment centre.
- Assessment methods include written exams, controlled simulations, and practical demonstrations to evaluate knowledge, application, and competency.

External Integrated Summative Assessment (EISA):

An external integrated summative assessment, conducted through the relevant Quality Council for Trades and Occupations (QCTO) Assessment Quality Partner is required for the issuing of this qualification. The external integrated summative assessment will focus on the Exit Level Outcomes and Associated Assessment Criteria. The external assessment model requires that the external assessment will be conducted through a combination of written assessment and practical tasks at an accredited assessment centre.

Certification:

The QCTO will issue the certificate to successful candidates after completion of the EISA.

National Certificate: Poultry Production

Level: 2	SAQA ID: 49582	AGRISETA: AGRI/c prov/1942/22
Learnership Duration:	12 Months	Credits: 133
Contact Days:	Customise to client-specific needs and learner experience/level	
Target Market	new entrants access to the Primary Agricultural Sector with specific reference to Poultry production	

Purpose

The qualification provides learners with the opportunity to gain competence in poultry production and will facilitate their securing employment in the industry. For those who are already employed in a poultry production farm, the multi-skilling that the qualification offers will open up a career path in the industry.

A learner achieving this qualification will be able to work effectively and productively within the poultry production industry and will gain competency to:

- Adjust and maintain the poultry house environmental control equipment.
- Feed, rear and ensure primary care of poultry.
- Apply poultry bio-security on a production facility/farm.
- Perform poultry health care, including medication and vaccination.
- Operate and maintain poultry drinkers and drinking systems.
- Operate and maintain poultry feeders and feeding systems.

The generic nature of the qualification will facilitate multi-skilling, which in turn, will have a positive impact on the efficiency and productivity of the production farms.

The upskilling of the learners at this level will have a positive impact on the efficiency and profitability of a production farm.

Rationale

The qualification addresses the urgent need for the adoption of nationally accepted standards for the industry, especially within the SMME sector. This will allow them to operate on a more professional basis. The observance of strict health, hygiene and bio-security principles will minimize the risks that these role players currently face.

This qualification and the resultant skills that are learnt will make a positive contribution to the establishment of small farms in the rural areas that can serve their communities and distant markets.

The qualification embodies the international requirements for poultry handling and care which will ensure that poultry of a high quality will be produced.

Learning assumed to be in place

It is assumed that a learner entering a programme leading to this qualification has achieved numeracy, literacy, and communication equivalent to NQF 1.

Recognition of prior learning

This qualification may be achieved in part or in whole through the recognition of prior learning. Credit will be given to learning, which has already been acquired, through the appropriate process of assessment.

Qualification rules

The qualification is composed of Fundamental, Core and Elective learning components:

- Fundamental: 36 credits
- Core: 72 credits
- Elective: the learner must select a minimum of 25 credits from the Elective component
- Total: 120 credits (minimum)

Exit level outcomes

Exit Level Outcomes are divided into five categories of competencies, namely:

1. Show an understanding of the structure of the poultry industry and the role it plays in the production of food for the population.
2. Indicate the principles and procedures of health and safety that are necessary in a poultry production facility.
3. Demonstrate an understanding of the basic anatomy and physiology of poultry.
4. Understand the various components that are used in poultry diets and the function of these in the promotion of health and growth.
5. Show an understanding of the dangers that microscopic organisms pose to bio-security in a poultry production facility and the rules and procedures that are required to minimize their occurrence.
6. Recognise the importance of providing constant clean water for the continued health of poultry.
7. Indicate the importance of monitoring the environmental conditions for the production and health of poultry.
8. Understand the procedures for cleaning a poultry house at the end of a production cycle and the preparation for the introduction new flock.
9. Recognize the conditions that can lead to the onset of poultry diseases and the role of vaccines to prevent and control these.

Unit standards:

C / F / E	ID	Unit Standard Title	Level	Credits
Core	119382	Apply health management practices for poultry	Level 2	12
Core	119394	Clean and disinfect on poultry holdings	Level 2	5
Core	119442	Demonstrate basic understanding of the poultry production industry	Level 2	2
Core	14342	Manage time and work processes within a business environment	Level 2	4
Core	12483	Perform basic first aid	Level 2	4
Core	119452	Show an understanding of the anatomy and physiology of poultry	Level 2	5
Core	119490	Utilise bio-security practices in poultry production	Level 2	8
Core	119483	Utilise environmental management practices on poultry farms and hatcheries	Level 2	10
Core	119437	Utilise feed management in poultry production	Level 2	10
Core	119447	Utilise health and safety principles in poultry production	Level 2	4
Core	119487	Utilise water management in poultry production	Level 2	8
Fundamental	8963	Access and use information from texts	Level 2	5
Fundamental	9009	Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life related problems	Level 2	3
Fundamental	7480	Demonstrate understanding of rational and irrational numbers and number systems	Level 2	3
Fundamental	9008	Identify, describe, compare, classify, explore shape and motion in 2-and 3-dimensional shapes in different contexts	Level 2	3
Fundamental	8962	Maintain and adapt oral communication	Level 2	5
Fundamental	8966	Respond to selected literary texts	Level 2	5
Fundamental	7469	Use mathematics to investigate and monitor the financial aspects of personal and community life	Level 2	2
Fundamental	9007	Work with a range of patterns and functions and solve problems	Level 2	5
Fundamental	8964	Write for a defined context	Level 2	5
Elective	119448	Brood poultry chicks	Level 2	10
Elective	119404	Care for commercial layers	Level 2	10
Elective	119385	Care for poultry parent stock during production	Level 2	15
Elective	119421	Handle eggs for setting at a hatchery	Level 2	10
Elective	119397	Handle the collection and storage of the table eggs on the farm	Level 2	10
Elective	119427	Monitor the incubation process in hatcheries	Level 2	15
Elective	119450	Produce poultry broilers	Level 2	15
Elective	119498	Rear poultry parent stock to sexual maturity after brooding	Level 2	15
Elective	119473	Rear pullets for table egg production	Level 2	15

National Certificate: Animal Production

Level: 3	SAQA ID: 49048	AGRISETA: AGRI/c prov/1942/22
Learnership Duration:	12 Months	Credits: 120
Contact Days:	Customise to client-specific needs and learner experience/level	
Target Market	new entrants access to the Primary Agricultural Sector with specific reference to animal production	

Purpose

A learner assessed as competent against this qualification will have the necessary competence to supervise and lead a working team performing the agricultural processes as applicable to animal husbandry. Furthermore, the learner will be able to take responsible decisions based on a sound understanding of the basic principles of agri-business and good agricultural practices, in meeting the set objectives and targets within the broader farm plan which includes the economical application of general resources, agricultural production and technical knowledge and skills. The learner will also be able to adhere to and implement according to the level of supervision as well as the relevant quality, safety, and hygiene standards as applicable within the industry.

In addition, they will be well positioned to extend their learning and practice into other areas of agricultural commodities within a context of either agronomy, or horticulture as applicable to the agricultural commodity, or to strive towards agricultural management standards and practice at higher levels.

Competent qualifying learners in this qualification will oversee the production of quality agricultural products whereby enhancing the overall agricultural process and gain opportunities to access local, national, and international agricultural markets

Rationale

This qualification provides learners the opportunity to gain a qualification in Animal Production. The range of typical learners that will enter this qualification will vary and includes:

- Farm operators who wish to progress to the level of supervisor within farming operations in Animal Husbandry;
- Farm owners, in possession of an equivalent qualification at NQF 2;
- Learners in possession of different levels of practical experience in farming operations, which will be assessed and RPL'ed;
- Possible candidates for promotion identified by the community as leaders.
- Learners may come from both genders.

The learner will engage in supervision and operational activities relevant to Animal Production.

Requests and expressions of need for this qualification, coming from the broad, but also specific farming communities (Animal Husbandry) forms the basis for the development of this qualification.

This qualification will form the basis for learners to extend their learning into more specialised areas of animal production and provides the basis of the establishment of sustainable farming operations through the inclusion of a wide spectrum of competencies required by farmers in South Africa.

Whilst technical production orientated competencies are ensured, other aspects such as agri-business and good agricultural practices are included in the range of competencies required by farmers in order to enable them to strive towards agricultural management standards and practices at higher levels.

Competent qualifying learners in this qualification will oversee quality agricultural products in Animal Husbandry whereby enhancing the overall agricultural process and gain opportunities to access local, national, and international agricultural markets. A learner will be able to progress horizontally from one category to another, namely small stock, large stock or pig production, etc. He/she will be able to do this without re-doing the whole qualification, but by only completing the necessary elective unit standards.

This qualification builds on the relevant qualification on NQF 2 (refer to the SGB's brief and matrix) and gives access to the relevant agricultural qualification at NQF 4. In terms of competencies, the learner will progress from farming operation skills to basic managerial skills to managerial skills. The scope of practice will also increase.

The learner will be able to articulate with other occupations within the agricultural pharmaceutical operations such as laboratory assistant, marketing and selling of agricultural pharmaceutical products and fertilizers. The learner will also be able to move to the secondary agricultural field.

Learning assumed to be in place

It is assumed that a learner entering a programme leading to this qualification has achieved numeracy, literacy, and communication equivalent to NQF 2 and technical skills pertaining to agricultural activities equivalent to NQF 2.

Recognition of prior learning

This qualification may be achieved in part or in whole through the recognition of prior learning. Credit will be given to learning, which has already been acquired, through the appropriate process of assessment.

For example:

- Learners who have acquired skills and competencies in this qualification through for instance experience in the industry will be assessed against the unit standards the qualification comprises of prior to entering learning. Credits will be allocated to those unit standards and exit level outcomes in which the learner is found competent. The outstanding unit standards will then be sequenced according to an appropriate learning programme.
- Should a new entrant into the industry wish to enter this learning programme, recognition will be given to all appropriate learning acquired through the schooling system.
- In terms of fundamental unit standards, competencies could be acquired through life experience.

Any learner wishing to be directly assessed may arrange to do so, without attending further training or education. The assessor and learner will decide together on the most appropriate assessment route to take.

Qualification rules

The qualification is composed of Fundamental, Core and Elective learning components:

- Fundamental: 48 credits
- Core: 65 credits
- Elective: the learner must select a minimum of 7 credits from the Elective component
- Total: 120 credits (minimum)

Exit level outcomes

Exit Level Outcomes are divided into five categories of competencies, namely:

- Mathematics
- Communication
- Agri-business
- Good Agricultural Practices
- Animal Production

Fundamental Competencies:

1. Communication.
2. Math's Literacy.
3. Recognise, interpret, and report on a range of deviations during the data collection process.
4. Incorporate basic concepts of sustainable farming systems into practical farm activities.

Agri-business:

1. Maintain stores and agro-inputs in stores.
2. Participate in the production planning process on a day-to-day basis.
3. Apply the components of the marketing cycle in an alternative agricultural marketing environment.
4. Determine viability of agri-business.
5. Assist with the management of human resources in an agricultural environment.
6. Interpret the factors influencing agricultural enterprises and enterprise selection and production, and of planning accordingly

Agricultural Practices:

1. Monitor and supervise the implementation of food safety and quality, production, environmental and social practices, and awareness within the agricultural supply chain.
2. Apply the principles of water quality management and adjust systems to ensure appropriate levels of quality.
3. Apply a routine maintenance and servicing plan.
4. Monitor practices to conserve the environment, including natural resources whereby ensuring optimal utilization of national resources on the farm.
5. Decide on appropriate land capability options for a given field.

Animal Production:

1. Evaluate animals with respect to their internal and external anatomical systems and physiology of animals.
2. Describe the nature, function and utilisation of animal feeds and nutrients
3. Apply advanced animal breeding practices.
4. Identify and describe the harvesting of animal products.
5. Demonstrate the implementation of minor clinical procedures under restraint.

Unit standards:

C / F / E	ID	Unit Standard Title	Level	Credits
Core	116125	Apply crop protection and animal health products effectively and responsibly	Level 2	4
Core	116216	Apply advanced breeding practices for farm animals	Level 3	4
Core	116275	Apply routine maintenance and servicing plans and procedures	Level 3	3
Core	116274	Assist in farm planning and layout for conservation and rainwater harvesting	Level 3	3
Core	116260	Explain animal anatomy and physiology	Level 3	5
Core	116259	Explain application of marketing principles within an alternative and dynamic agricultural marketing environment	Level 3	3
Core	116237	Explain costing and the viability of an agri-business	Level 3	3
Core	116225	Explain elementary animal nutrition	Level 3	6
Core	116257	Explain human resource policies and procedures	Level 3	3
Core	116240	Explain store inputs categories, labelling and storage methods	Level 3	3
Core	116217	Explain the harvesting of animal products	Level 3	5
Core	116218	Explain the planning and scheduling of tasks in a production environment	Level 3	3
Core	116219	Explain the prevention and treatment of animal diseases	Level 3	5
Core	116214	Interpret factors influencing agricultural enterprises and plan accordingly	Level 3	3
Core	116212	Maintain water quality parameters	Level 3	2
Core	116211	Minimise risk in animal management	Level 3	3
Core	116271	Monitor and supervise a food safety and quality management system in the agricultural supply chain	Level 3	3
Core	116263	Monitor natural resource management practices	Level 3	4
Fundamental	8968	Accommodate audience and context needs in oral communication	Level 3	5

Fundamental	9010	Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations	Level 3	2
Fundamental	9013	Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 3	4
Fundamental	116222	Incorporate basic concepts of sustainable farming systems into practical farm activities	Level 3	7
Fundamental	8969	Interpret and use information from texts	Level 3	5
Fundamental	9012	Investigate life and work-related problems using data and probabilities	Level 3	5
Fundamental	116269	Supervise the collection of agricultural data	Level 3	5
Fundamental	8973	Use language and communication in occupational learning programmes	Level 3	5
Fundamental	7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	Level 3	5
Fundamental	8970	Write texts for a range of communicative contexts	Level 3	5
Elective	8347	Control problem Animals	Level 2	4
Elective	116215	Apply basic artificial insemination practices	Level 3	5
Elective	116273	Apply blade-shearing skills and prepare blade-shearing equipment	Level 3	8
Elective	116277	Apply machine-shearing skills and prepare shearing equipment	Level 3	8
Elective	116276	Apply pig husbandry practices	Level 3	5
Elective	116258	Communicate Agri/ecotourism principles and concepts effectively and adapt to needs	Level 3	5
Elective	116645	Control feed bunker and water trough quality	Level 3	6
Elective	10976	Convey livestock	Level 3	8
Elective	116653	Demonstrate an understanding of feedlot feed ingredient and blends	Level 3	6
Elective	116647	Demonstrate an understanding of the feedlot environment	Level 3	10
Elective	116637	Determine livestock mass	Level 3	2
Elective	116228	Explain dairy production	Level 3	6
Elective	116270	Manage sites for bee keeping	Level 3	2
Elective	116213	Organise shearing shed activities	Level 3	4

National Certificate: Mixed Farming Systems

Level: 1	SAQA ID: 48971	AGRISETA: AGRI/c prov/1942/22
Learnership Duration:	12 Months	Credits: 120
Contact Days:	Customise to client-specific needs and learner experience/level	
Target Market	new entrants access to the Primary Agricultural Sector with specific reference to Mixed Farming Systems	

Purpose

The purpose of this qualification is to allow new entrants access to the Primary Agricultural Sector with specific reference to Mixed Farming Systems. The contextualised purpose and usage of the qualification is as follows:

- A learner assessed against this qualification will have the necessary competence to participate as part of a working team, performing the agricultural processes as applicable to Plant and Animal Production as required for a mixed farming system in a closely defined context and under close supervision.
- Competency will be gained in a combination of the sub-fields of Plant and Animal Production as specified under Areas of Specialization (i.e., Small Stock, Large Stock as well as Vegetables, Fruit Production, Hydroponics, etc.)
- The learner will be able to take responsible decisions within a limited range based on a sound understanding of the basic principles of agri-business and good agricultural practices, in meeting the set objectives and targets within the broader farm plan which includes the economical application of general resources, agricultural production and technical knowledge and skills, all in a Mixed Farming context.
- The Learner will be able to conduct repetitive procedures in a predictable environment and will be able to adhere to the relevant safety, quality, hygiene, and technical standards as applicable within the industry.
- In addition to the above, the learner will be well positioned to extend learning and practice into other sub-fields such as Plant Production and Animal Production, since such efforts will only require additional learning within the elective scope of other qualifications at this level.
- The learner will be well positioned to progress towards higher levels of Management and Technical production practices as defined by qualifications at the next level.
- Learners will be enabled to actively participate in the Primary Agricultural Sector through the production of quality agricultural products, enhancing the overall agricultural process and gain opportunities to access local, national, and international agricultural markets.
- Finally, this qualification will allow qualifying learners to become economically active in farming practices that will have a direct impact on Local Economic Development through the production of food, the improvement of household food security and access to mainstream agriculture.

Entry Level requirements

It is assumed that a learner entering a programme leading to this qualification has achieved numeracy, literacy, and communication equivalent to ABET 3.

Qualification rules

The qualification is composed of Fundamental, Core and Elective learning components:

- Fundamental: 45 credits
- Core: 64 credits
- Elective: the learner must select a minimum of 11 credits from the Elective component
- Total: 120 credits (minimum)

Exit level outcomes

Exit Level Outcomes are divided into four categories of competencies, namely:

- Fundamental Competencies
- Agri-business
- Good Agricultural Practices
- Plant Production
- Animal Production

Fundamental Competencies:

7. Apply various communication skills within the agricultural environment.
8. Apply mathematical calculations within the agricultural environment.
9. Safely and accurately collect routine agricultural data by applying prescribed methods of data collection for agricultural purposes.
10. Recognise the basic concepts of sustainable farming practices and be able to perform basic tasks in applying sustainable farming practices.

Agri-business:

1. Keep record and report appropriately on inputs and resources in an agricultural environment.
2. Describe the production process in an agricultural environment.
3. Describe the importance of marketing within the agricultural production process.
4. Keep an accurate and current simple financial record keeping system in an agri-business environment.
5. Apply the basic principles of human resources management in an agricultural environment.
6. Understand the basic principles of enterprise selection and production

Agricultural Practices:

1. Apply sound food safety principles by identifying risk factors in food contamination and applying preventative measures to ensure product safety.
2. Observe and maintain basic water quality by working with the technical systems that control quality factors in water.

3. Incorporate an understanding of the role of natural resource management in sustainable agricultural practices into existing farming activities by applying basic practices to conserve the environment, including natural resources,
4. Carry out basic physical farm layout tasks including construction of rainwater harvesting and soil conservation structures in a small farm or garden environment
5. Operate, care for and store basic tools and equipment in a safe and responsible manner.

Plant Production:

1. Apply soil nutrient preparations in a safe, effective, and responsible manner.
2. Harvest agricultural crops by using basic harvesting tools.
3. Plant a range of crops according to correct placing, spacing and depth of the plant material.
4. Identify insects and explain the damage they can cause to crops.
5. Manipulate plants using pre-determined methods and techniques.

Animal Production:

1. Supply feeding by following the correct on-farm animal feeding practices.
2. Demonstrate an understanding of and identify the readiness of animal products for harvesting.
3. Observe the health status of the animals and will handle animals correctly.

Unit standards:

C / F / E	US ID	US Title	Level	Credits
Core	116158	Apply basic agricultural enterprise selection principles	Level 1	2
Core	116166	Apply basic food safety practices	Level 1	1
Core	116160	Apply basic human resource management principles and practices applicable in an agricultural environment	Level 1	2
Core	116172	Apply elementary farm layout and infrastructure	Level 1	2
Core	116191	Apply standard animal feeding procedures	Level 1	6
Core	116165	Define production and understand the basic activities of production / conversion in the agri-business environment	Level 1	2
Core	116164	Demonstrate an understanding of the importance of marketing	Level 1	2
Core	116206	Fertilise soil and attend to basic plant nutrition	Level 1	5
Core	116163	Handle inputs and stock in agri-business	Level 1	2
Core	116201	Harvest agricultural crops	Level 1	5
Core	116198	Harvest animal products	Level 1	5

Core	116159	Identify the need for capital and understand the need for the recording of the income and different costs in an agri-business	Level 1	2
Core	116168	Maintain basic water quality	Level 1	1
Core	116203	Manipulate plants	Level 1	5
Core	116197	Observe and handle animals	Level 1	5
Core	116200	Plant the crop under supervision	Level 1	4
Core	116204	Recognise pests, diseases and weeds on crops	Level 1	5
Core	116167	Select, use and care for hand tools and basic equipment and infrastructure	Level 1	4
Core	116169	Understand how sustainable farming systems conserve natural resources	Level 1	4
Fundamental	7464	Analyse cultural products and processes as representations of shape, space and time	Level 1	2
Fundamental	116156	Collect agricultural data	Level 1	2
Fundamental	7451	Collect, analyse, use and communicate numerical data	Level 1	2
Fundamental	7449	Critically analyse how mathematics is used in social, political and economic relations	Level 1	2
Fundamental	14084	Demonstrate an understanding of and use the numbering system	Level 1	1
Fundamental	116157	Demonstrate an understanding of the basic concepts of sustainable farming systems	Level 1	4
Fundamental	7463	Describe and represent objects and the environment in terms of shape, space, time and motion	Level 1	2
Fundamental	12462	Engage in a range of speaking and listening interactions for a variety of purposes	Level 1	6
Fundamental	12471	Explore and use a variety of strategies to learn (revised)	Level 1	5
Fundamental	12469	Read and respond to a range of text types	Level 1	6
Fundamental	7461	Use maps to access and communicate information concerning routes, location and direction	Level 1	1
Fundamental	7447	Working with numbers in various contexts	Level 1	6
Fundamental	12470	Write for a variety of different purposes	Level 1	6
Elective	116207	Apply basic dairy production practices	Level 1	6
Elective	116153	Apply basic pig husbandry practices	Level 1	5
Elective	116209	Demonstrate an understanding of Agri/ecotourism as a system at micro level	Level 1	5
Elective	116150	Identify and explain permaculture principles	Level 1	8

Elective	116148	Perform basic routine operations in a defined hydroponic context	Level 1	5
Elective	116161	Sort and handle animal fibre	Level 1	5
Elective	116149	Understand organic market requirements	Level 1	3
Elective	116208	Understand the basic practices of beekeeping and the benefit thereof for agriculture	Level 1	1
Elective	116643	Administer livestock processing treatments	Level 2	8
Elective	116638	Mix and deliver feedlot feed to bunker	Level 2	4

National Certificate: Plant Production

Level: 3	SAQA ID: 14113	AGRISETA: AGRI/c prov1942/22
Learnership Duration:	12 Months	Credits: 120
Contact Days:	Customise to client-specific needs and learner experience/level	
Target Market	Anyone wanting to oversee the production of quality agricultural products and enhancing the overall agricultural process and gain opportunities to access local, national, and international agricultural markets.	

Purpose

A learner assessed as competent against this qualification will have the necessary competence to supervise and lead a working team performing the agricultural processes as applicable to plant husbandry. Furthermore, the learner will be able to take responsible decisions based on a sound understanding of the basic principles of agri-business and good agricultural practices, in meeting the set objectives and targets within the broader farm plan which includes the economical application of general resources, agricultural production and technical knowledge and skills. The learner will also be able to adhere to and implement according to the level of supervision as well as the relevant quality, safety, and hygiene standards as applicable within the industry.

In addition, they will be well positioned to extend their learning and practice into other areas of agricultural commodities within a context of either agronomy, or horticulture as applicable to the agricultural commodity, or to strive towards agricultural management standards and practice at higher levels.

Competent qualifying learners in this qualification will oversee the production of quality agricultural products, enhance the overall agricultural process and gain opportunities to access local, national, and international agricultural markets.

Entry Level requirements

It is assumed that a learner entering a programme leading to this qualification has achieved numeracy, literacy, and communication equivalent to NQF 2 and technical skills pertaining to agricultural activities equivalent to NQF 2.

Qualification rules

The qualification is composed of Fundamental, Core and Elective learning components:

- Fundamental: 48 credits
- Core: 64 credits
- Elective: the learner must select a minimum of 8 credits from the Elective component
- Total: 120 credits (minimum)

Exit level outcomes

Exit Level Outcomes are divided into four categories of competencies, namely:

- Fundamental Competencies
- Agri-business
- Good Agricultural Practices
- Plant Production

Fundamental Competencies:

5. Communication.
6. Math's Literacy.
7. Recognise, interpret, and report on a range of deviations during the data collection process.
8. Incorporate basic concepts of sustainable farming systems into practical farm activities.

Agri-business:

1. Maintain stores and agro-inputs in stores.
2. Participate in the production planning process on a day-to-day basis.
3. Apply the components of the marketing cycle in an alternative agricultural marketing environment.
4. Determine the viability of agri-business.
5. Assist with the management of human resources in an agricultural environment.
6. Interpret the factors influencing agricultural enterprises and enterprise selection and production, and of planning accordingly.

Agricultural Practices:

6. Monitor and supervise the implementation of food safety and quality, production, environmental and social practices, and awareness within the agricultural supply chain.
7. Apply the principles of water quality management and adjust systems to ensure appropriate levels of quality.
8. Apply routine maintenance and servicing plan.
9. Monitor practices to conserve the environment, including natural resources whereby ensuring optimal utilization of national resources on the farm.
10. Decide on appropriate land capability options for a given field.

Plant Production:

1. Identify and describe the physiological processes and anatomical structures of a plant.
2. Soil nutrient preparations are performed in a safe, effective, and responsible manner for the benefit of plant/crop growth with consideration to the environment.
3. Plants are propagated in a limited range of conditions.
4. Apply basic control measures for insects, plant diseases and common weeds.
5. Monitor and co-ordinate the harvesting of crops.
6. Monitor and supervise the manipulation of plants by applying a broad range of techniques.

Unit standards:

C / F / E	US ID	US Title	Level	Credits
Core	116125	Apply crop protection and animal health products effectively and responsibly	Level 02	4
Core	116275	Apply routine maintenance and servicing plans and procedures	Level 03	3
Core	116274	Assist in farm planning and layout for conservation and rainwater harvesting	Level 03	3
Core	116272	Demonstrate a basic understanding of the physiological functioning of the anatomical structures of the plant	Level 03	4
Core	116259	Explain application of marketing principles within an alternative and dynamic agricultural marketing environment	Level 03	3
Core	116237	Explain costing and the viability of an agri-business	Level 03	3
Core	116257	Explain human resource policies and procedures	Level 03	3
Core	116240	Explain store inputs categories, labelling and storage methods	Level 03	3
Core	116218	Explain the planning and scheduling of tasks in a production environment	Level 03	3
Core	116220	Explain the propagation of plants	Level 03	4
Core	116214	Interpret factors influencing agricultural enterprises and plan accordingly	Level 03	3
Core	116212	Maintain water quality parameters	Level 03	2
Core	116267	Manage soil fertility and plant nutrition	Level 03	5
Core	116268	Monitor and co-ordinate the harvesting of agricultural products	Level 03	4
Core	116271	Monitor and supervise a food safety and quality management system in the agricultural supply chain	Level 03	3
Core	116263	Monitor natural resource management practices	Level 03	4
Core	116265	Monitor pests, diseases and weeds on crops	Level 03	2
Core	116264	Monitor plant manipulation	Level 03	3
Core	116266	Monitor the operation and maintenance of irrigation systems	Level 03	3
Fundamental	8968	Accommodate audience and context needs in oral communication	Level 03	5
Fundamental	9010	Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations	Level 03	2
Fundamental	9013	Describe, apply, analyse, and calculate shape and motion in 2- and 3-dimensional space in different contexts	Level 03	4

Fundamental	116222	Incorporate basic concepts of sustainable farming systems into practical farm activities	Level 03	7
Fundamental	8969	Interpret and use information from texts	Level 03	5
Fundamental	9012	Investigate life and work-related problems using data and probabilities	Level 03	5
Fundamental	116269	Supervise the collection of agricultural data	Level 03	5
Fundamental	8973	Use language and communication in occupational learning programmes	Level 03	5
Fundamental	7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	Level 03	5
Fundamental	8970	Write texts for a range of communicative contexts	Level 03	5
Elective	116258	Communicate Agri/ecotourism principles and concepts effectively and adapt to needs	Level 03	5
Elective	116261	Introduction to organic certification and internal control systems	Level 03	4
Elective	116262	Maintain and support sustainable wildflower harvesting practices	Level 03	5
Elective	116221	Identify and apply permaculture principles	Level 04	5
Elective	116314	Produce crop in a hydroponic system	Level 04	4

National Certificate: Food and Beverage Services

Level: 4	SAQA ID: 14113	CATHSETA: 613/R/000292/2016
Learnership Duration:	12 Months	Credits: 133
Contact Days:	Customise to client-specific needs and learner experience/level	
Target Market	Anyone in the hospitality industry	

Recommended entry requirements

- Communication at Level 3
- Mathematics at Level 3

Purpose

This qualification has been developed for people in the food and beverage service industry (hospitality). It brings together elements of food and drinks preparation and service as well as supervision.

Qualification rules

The qualification consists of a Fundamental, a Core and an Elective Component. To be awarded the qualification, learners are required to obtain a minimum of 133 credits as detailed below:

Fundamental component:

The Fundamental Component consists of Unit Standards to the value of 31 credits, all of which are compulsory.

Core component:

The Core Component consists of Unit Standards to the value of 93 credits, all of which are compulsory.

Elective component:

The Elective Component consists of individual unit standards from which the learner must choose unit standards totalling a minimum of 9 credits

Exit level outcomes

On completion of this qualification, the learner will be able to:

1. Dealing with customers
2. Process incoming and outgoing telephone calls.
3. Display cultural awareness in dealing with customers and colleagues.
4. Communicate verbally.
5. Maintain effective working relationships with other members of staff.
6. Maintain health, hygiene, and professional appearance.
7. Perform basic calculations.
8. Prepare written communications.
9. Manage and store cleaning equipment and materials.
10. Manage and disposal of waste.
11. Clean and store glassware
12. Clean and restock drinks machines/equipment.
13. Prepare and clear areas for table service.
14. Provide a table service.
15. Provide a table drink service.
16. Provide a carvery/buffet service.
17. Serve bottled wines.
18. Prepare and serve wine.
19. Prepare and serve spirits and liqueurs.
20. Maintain the table service.
21. Maintain the drink service.
22. Supervise the running of a function.
23. Describe the layout, services, and facilities of the organisation.
24. Maintain a secure working environment.
25. Maintain a safe working environment.
26. Describe the sectors of the hospitality, travel, and tourism Industries.
27. Conduct on-the-job coaching.
28. Operate a payment point and process payments.
29. Develop self within the job role.
30. Source information about self-employment opportunities.
31. Manage and record refunds.
32. Maintain customer satisfaction.
33. Maintain the receiving, storage, and issue of goods.
34. Planning and delivering staff training and development in own area of responsibility.
35. Contributes to the identification of short-term supply needs.
36. Maintain the cleaning programme for own area of responsibility.
37. Induct new staff to the workplace.
38. Plan, organise and monitor work in own area of responsibility.
39. Monitor and maintain health, safety, and security.
40. Maintain a preventative maintenance programme.

Unit Standards

Core component

US ID	US Title	Level	Credits
7738	Clean and restock drinks machines/equipment	Level 2	1
7735	Clean and store glassware	Level 2	1
7793	Describe layout, services and facilities of the organisation	Level 2	1
7801	Describe the sectors of the Hospitality, Travel and Tourism industries	Level 2	2
7612	Handle and dispose of waste	Level 2	1
7608	Handle and store cleaning equipment and materials	Level 2	1
7799	Maintain a safe working environment	Level 2	2
7829	Handle and record refunds	Level 3	2
7860	Introduce new staff to the workplace	Level 3	1
7796	Maintain a secure working environment	Level 3	1
7820	Operate a payment point and process payments	Level 3	3
7740	Prepare and clear areas for table service	Level 3	1
7745	Provide a carvery/buffet service	Level 3	2
7744	Provide a table drink service	Level 3	4
7742	Provide a table service	Level 3	2
7750	Serve bottled wine	Level 3	3
7844	Contribute to the identification of short-term supply needs	Level 4	1
7821	Develop self within the job role	Level 4	3
7869	Maintain a preventative maintenance programme	Level 4	3
7846	Maintain the cleaning programme for own area of responsibility	Level 4	2
7839	Maintain the receiving, storage and issue of goods	Level 4	5
7836	Monitor customer satisfaction	Level 4	3
7841	Plan staff training and development in own area of responsibility	Level 4	6
7773	Prepare and serve spirits and liqueurs	Level 4	5
7827	Source information about self-employment opportunities	Level 4	3
7818	Conduct on-the-job coaching	Level 5	5
7778	Maintain the drink service	Level 5	4

7776	Maintain the table service	Level 5	5
7868	Monitor and maintain health, safety and security	Level 5	4
7866	Plan, organise and monitor work in own area of responsibility	Level 5	3
7769	Recommend, present and serve wines	Level 5	6
7780	Supervise the running of a function	Level 5	7

Unit Standards

Fundamental component

US ID	US Title	Level	Credits
7800	Maintain health, hygiene and a professional appearance	Level 1	1
7812	Perform basic calculations	Level 2	3
7794	Communicate verbally	Level 3	8
11235	Maintain effective working relationships with other members of staff	Level 3	1
7790	Process incoming and outgoing telephone calls	Level 3	3
7791	Display cultural awareness in dealing with customers and colleagues	Level 4	4
7822	Prepare written communications	Level 4	3
7789	Provide customer service	Level 4	8

Unit Standards

Elective component

US ID	US Title	Level	Credits
7813	Identify work opportunities	Level 2	2
14577	Prepare and clear areas for table service	Level 2	1
7739	Prepare, service and clear function rooms	Level 2	2
7815	Apply for a job or work experience placement	Level 3	2
7756	Prepare kegs and gas cylinders for use	Level 3	1
7854	Provide first aid	Level 4	4

Further Education and Training Certificate: Leadership Development

Level: 4	SAQA ID: 50081	LG Seta: LGRS-US-CK200-111205
Learnership Duration:	12 Months	Credits: 160
Contact Days:	Customise to client-specific needs and learner experience/level	
Target Market	Councillors, leaders and municipal managers in local government	

Recommended entry requirements

Learners should be competent in the following:

- Communication at Level 3
- Mathematical Literacy at Level 3
- Computer Literacy at Level 3, or the equivalent thereof

Purpose

The purpose of the qualification is to enable qualifying learners to apply leadership competencies to ensure service excellence.

Learners will develop competencies to utilise leadership skills to enhance service delivery in a specific sector or context. Individual learners will benefit through enhancing their personal competencies, knowledge and skills to be able to complete tasks required in their employment contracts and by legislation, relating to:

- Applying emotional intelligence in a leadership context
- Motivating self and others
- Applying leadership to relationship management
- Applying visionary thinking skills in leadership problem-solving contexts
- Developing service culture of a specific sector

The qualification is aimed at councillors, leaders and municipal managers in local government. The typical learner will be an employee in local government, wishing to gain the competence to fulfil the requirements of his/her current job obligations or a municipal employee or councillor wishing to gain a qualification to advance his/her career opportunities. In addition, persons seeking future employment in the local government sector may choose to complete this qualification.

Qualification rules

This qualification requires a total of 160 credits as listed below:

Fundamental component:

Fundamental: all 56 credits

Core component:

Core: all 88 credits

Elective component:

The Elective Component consists of Unit Standards to the value of 183 credits. Learners are to choose Unit Standards to the minimum of 16 credits and a minimum of three Unit Standards.

Exit level outcomes

On completion of this qualification, the learner will be able to:

1. Demonstrate an understanding of leadership skills in a specific sector or context.
2. Apply innovative and creative strategies and visionary thinking skills in developing and implementing strategic planning.
3. Apply leadership skills to enhance service delivery.
4. Apply knowledge of ethical standards in a leadership role
5. Demonstrate an understanding of the role that emotional intelligence plays in leadership.

Unit Standards

Fundamental component

US ID	US Title	Level	Credits
8968	Accommodate audience and context needs in oral communication	Level 03	5
8972	Interpret a variety of literary texts	Level 03	5
8969	Interpret and use information from texts	Level 03	5
8970	Write texts for a range of communicative contexts	Level 03	5
9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 04	6
8974	Engage in sustained oral communication and evaluate spoken texts	Level 04	5
8975	Read analyse and respond to a variety of texts	Level 04	5

9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 04	4
7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 04	6
12153	Use the writing process to compose texts required in the business environment	Level 04	5
8976	Write for a wide range of contexts	Level 04	5

Unit Standards

Core component

US ID	US Title	Level	Credits
14534	Apply knowledge of community issues concerning development projects	Level 03	4
113955	Apply the Batho Pele principles to own work role and context	Level 03	4
120394	Apply communication principles, strategies and processes in a leadership role	Level 04	6
120391	Apply leadership skills to relationship management	Level 04	8
120392	Apply the concept and principles of knowledge management to leadership	Level 04	8
113960	Demonstrate and apply knowledge of the ethical standards in the Public Sector	Level 04	4
120390	Develop and apply a service culture to a leadership role	Level 04	8
120393	Explain and apply legislation and policies applicable to leadership in a specific sector or context	Level 04	10
120389	Explain and apply the concept, principles and theories of motivation in a leadership context	Level 04	6
114585	Plan strategically to improve business performance	Level 04	4
120300	Analyse leadership and related theories in a work context	Level TBA: Pre-2009 was L5	8
120305	Analyse the role that emotional intelligence plays in leadership	Level TBA: Pre-2009 was L5	8
120311	Apply visionary leadership to develop strategy	Level TBA: Pre-2009 was L5	10

Unit Standards

Elective component

US ID	US Title	Level	Credits
120303	Apply principles of risk management	Level TBA: Pre-2009 was L5	8
115407	Apply the principles of change management in the workplace	Level TBA: Pre-2009 was L5	10
114226	Interpret and manage conflicts within the workplace	Level TBA: Pre-2009 was L5	8
119336	Manage the development and performance of human capital in the public sector	Level TBA: Pre-2009 was L5	12
337063	Demonstrate knowledge and insight into the principles of monitoring and evaluation in assessing organisation and/or programme performance in a specific context	Level TBA: Pre-2009 was L5	5
10146	Supervise a project team of a developmental project to deliver project objectives	NQF Level 5	14

National Certificate: Ward Committee Governance

Level: 2	SAQA ID: 57823	LG Seta: LGRS-US-CK200-111205
Learnership Duration:	12 Months	Credits: 120
Contact Days:	Customise to client-specific needs and learner experience/level	
Target Market	Ward committee member; political representative; anyone seeking future employment in local government structure	

Recommended entry requirements

Learners should be competent in the following:

- Communication at NQF level 1
- Mathematical literacy at NQF level 1

Purpose

The purpose of the qualification is to enable qualifying learners to apply the relevant competencies required for proactive participation as a Ward Committee member so that they achieve municipal objectives.

The learning outcomes contained in this qualification are based on the competencies required to contribute to the effectiveness of municipal processes from a Ward Committee perspective. These competencies relate to:

- Conducting or participating in formal and informal meetings to achieve Ward Committee objectives.
- Involvement in and giving advice on municipal projects.
- Assisting in implementing municipal objectives and overall objectives of Local Government by displaying an understanding of core municipal functions as they relate to a Ward Committee context.
- Facilitating relations between Local Government and citizens to effectively support the implementation of its objectives.
- Facilitating service delivery in a Ward Committee context.

The learners entering this qualification may come from various backgrounds and will be persons who have been nominated by their community onto a Ward Committee to represent the needs of the community, while achieving municipal objectives. It will create an opportunity for the learner to be exposed to various municipal processes and pursue a learning pathway in counselling for Local Government. The qualifying learner will be able to participate actively in overall democracy through proactive community involvement in local government processes.

Qualification rules

This qualification requires a total of 120 credits as listed below:

Fundamental component:

Fundamental: all 36 credits

Core component:

Core: all 62 credits

Elective component:

Learners are required to achieve 22 of the possible 46 elective credits

Exit level outcomes

On completion of this qualification, the learner will be able to:

1. Conduct formal meetings to achieve Ward Committee objectives.
2. Demonstrate an understanding and apply the role of Ward Committee member in the context of core municipal processes.
3. Display an understanding of core municipal functions and Ward Committee in these functions.
4. Facilitate service delivery in ward committee context.

Unit Standards**Fundamental component**

US ID	US Title	Level	Credits
119463	Access and use information from texts	Level 2	5
9009	Apply basic knowledge of statistics and probability to influence the use of data and procedures to investigate life-related problems	Level 2	3
7480	Demonstrate understanding of rational and irrational numbers and number systems	Level 2	3
119454	Maintain and adapt oral/signed communication	Level 2	5
12444	Measure, estimate and calculate physical quantities and explore, describe and represent geometrical relationships in 2-dimensions in different life or workplace contexts	Level 2	3
119460	Use language and communication in occupational learning programmes	Level 2	5
7469	Use mathematics to investigate and monitor the financial aspects of personal and community life	Level 2	2
9007	Work with a range of patterns and functions and solve problems	Level 2	5
119456	Write/present for a defined context	Level 2	5

Unit Standards

Core component

US ID	US Title	Level	Credits
242891	Apply communication, interpersonal and conflict management principles in Ward Committee functions, processes	Level 2	10
242896	Demonstrate an understanding and apply the broad principles of Ward Committee functioning to participate in municipal processes	Level 2	10
242892	Display an understanding of the Constitution, structure of Ward Committees and the roles and responsibilities of committee members	Level 2	6
242893	Display an understanding of the policy and legal framework guiding the Ward Committee system and its functioning	Level 2	6
242895	Support the facilitation of development project service delivery in a Ward Committee context	Level 2	8
113955	Apply the Batho Pele principles to own work role and context	Level 3	4
123462	Demonstrate knowledge and understanding of the project and the project support services environment	Level 3	4
242890	Display an understanding of core municipal processes and Ward Committee participation in these processes	Level 3	10
13934	Plan and prepare meeting communications	Level 3	4

Unit Standards

Elective component

US ID	US Title	Level	Credits
242894	Demonstrate knowledge of gender, equity and diversity issues in development projects	Level 3	12
123436	Facilitate community participation in democratic processes and structures	Level 3	6
123464	Gather information and aid with project planning and scheduling functions	Level 3	7
123465	Measure and plan own performance and behaviour in line with roles and responsibilities in a project team	Level 3	10
120383	Assist in implementing and assuring project work meets quality requirements	Level 3	5

National Certificate: New Venture Creation

Level: 2	SAQA ID: 49648	Services Seta: 2335
Learnership Duration:	12 Months	Credits: 138
Contact Days:	Customise to client-specific needs and learner experience/level	
Target Market	This qualification is intended for persons who wish to start, operate, manage and grow a new small to medium business venture. Learners attempting this qualification will be equipped with a variety of technical, business managerial and personal skills and strategies to help them succeed in the creation and sustenance of a business. The successful learner will develop a sound foundation for the application of these skills and knowledge to explore a diverse range of entrepreneurial opportunities.	

Recommended entry requirements

The learning assumed to be in place is only a guide to help the learner cope with the unit standards in the qualification. The following is the learning assumed to be in place:

- Numeracy at NQF Level 1 or equivalent.
- English (verbal and written communication skills) at NQF Level 1 or equivalent.
- A Second Language (verbal and written communication skills) at NQF Level 1 or equivalent.

Purpose

The purpose of the NQF level 2 New Venture Creation qualification is to provide a qualification that can form the basis for structured programmes for potential and existing entrepreneurs to capitalise on opportunities to start and grow sustainable businesses that form part of the mainstream economy, enabling the learners to tender for business opportunities within both the public and private sectors. This qualification is designed for learners who intend to set up or have already set up own ventures. Assessment of the competencies and knowledge in the qualification needs to be done in the context of the learner's own new venture.

Research has indicated that people working with their own new ventures at this level need the following competencies:

- Acquisition of an entrepreneurial profile which includes an innovation orientation
- An understanding of the industry/sector in which they wish to establish a new venture
- An ability to match new venture opportunities to market needs within a chosen industry/sector
- An ability to determine and manage the financial requirements of a new venture
- An ability to match new venture opportunities to market needs
- An ability to compile and utilise a business plan to manage a new venture and where relevant, to seek funding for a new venture

Overview

The learners who achieve this qualification will be able to demonstrate competencies in New Venture Creation relating to Identifying, Working, Organising, Collecting, Communicating, Science, Demonstrating and Contributing. Overall, this qualification will ensure that learners are capable of:

- Identifying - Identify and solve problems in which responses demonstrate that responsible decisions using critical and creative thinking have been made.
- Working - Work effectively with others as a member of a team, group, organisation, community.
- Organising - Organise and manage oneself and one's activities responsibly and effectively.
- Collecting - Collect, analyse, organise and critically evaluate inform.
- Communicating - Communicate effectively using visual, mathematical and/or language skills in the modes of oral and/or written presentation.
- Science - Use science and technology effectively and critically, showing responsibility towards the environment and health of others.
- Demonstrating - Demonstrate an understanding of the world as a set of related systems by recognising that problem-solving contexts do not exist in isolation.
- Contributing - Be culturally sensitive across a range of social contexts so that all actions and decisions made are acceptable to all stakeholders with broad cultural backgrounds.

Exit level outcomes:

1. Use basic Mathematics to fulfil new venture functions effectively.
2. Apply basic Communication skills in new venture creation context.
3. Determine market requirements and manage the relevant marketing and selling processes.
4. Demonstrate an understanding of the sector/industry in which the business operates.
5. Determine financial requirements and manage financial resources of a new venture.
6. Manage business operations.

Qualification rules

The Certificate is made up of a planned combination of learning outcomes that have a defined purpose and will provide qualifying learners with applied competence and a basis for further learning.

The qualification is made up of Unit Standards that are classified as Fundamental, Core and Elective. A minimum of 138 credits is required to complete the qualification.

The credits are allocated as follows

- Fundamental: 36 credits: 27%
- Core: 70 credits: 50%
- Electives: 32 credits: 23%
- Total: 138 credits: 100%

Modules

Module 1: Business communication

- Access and use information from texts
- Maintain and adapt oral communication
- Use language and communication in occupational learning programmes
- Write for a defined context
- Plan and prepare meeting communication

Module 2: Numerical skills

- Apply basic knowledge of statistics and probability to influence the use of data and procedures to investigate life related problems
- Demonstrate understanding of rational and irrational numbers and number systems
- Identify, describe, compare, classify, explore shape and motion in 2-and 3-dimensional shapes in different contexts
- Use mathematics to investigate and monitor the financial aspects of personal and community life
- Work with a range of patterns and functions and solve problems

Module 3: Marketing

- Identify and demonstrate entrepreneurial ideas and opportunities
- Manage marketing and selling processes of a new venture
- Match new venture opportunity to market needs

Module 4: Business sectors/industries

- Identify the composition of a selected new venture's industry/sector and its procurement systems
- Administer contracts for a selected new venture
- Tender for business or work in a selected new venture

Module 5: Financial management

- Determine financial requirements of a new venture
- Manage finances for a new venture

Module 6: Operations management

- Co-ordinate meetings, minor events and travel arrangements
- Manage business operations
- Apply health and safety in the workplace
- Produce a business plan for a new venture.

Module 7: Business ethics and customer service

- Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation and a specific workplace
- Apply basic business ethics in a work environment
- Apply the basic skills of customer service
- Behave in a professional manner in a business environment
- Apply basic HR principles in a new venture

Unit Standards

Fundamental component

US ID	US Title	Level	Credits
119463	Access and use information from texts	Level 2	5
9009	Apply basic knowledge of statistics and probability to influence the use of data and procedures to investigate life related problems	Level 2	3
7480	Demonstrate understanding of rational and irrational numbers and number systems	Level 2	3
9008	Identify, describe, compare, classify, explore shape and motion in 2-and 3-dimensional shapes in different contexts	Level 2	3
119454	Maintain and adapt oral communication	Level 2	5
119460	Use language and communication in occupational learning programmes	Level 2	5
7469	Use mathematics to investigate and monitor the financial aspects of personal and community life	Level 2	2
9007	Work with a range of patterns and functions and solve problems	Level 2	5
119456	Write/present for a defined context	Level 2	5

Unit Standards

Core components

US ID	US Title	Level	Credits
113924	Apply basic business ethics in a work environment	Level 2	2
114974	Apply the basic skills of customer service	Level 2	2
114959	Behave in a professional manner in a business environment	Level 2	4
119666	Determine financial requirements of a new venture	Level 2	8

119673	Identify and demonstrate entrepreneurial ideas and opportunities	Level 2	7
119667	Identify the composition of a selected new venture's industry/sector and its procurement systems	Level 2	8
119668	Manage business operations	Level 2	8
119674	Manage finances for a new venture	Level 2	10
119672	Manage marketing and selling processes of a new venture	Level 2	7
119669	Match new venture opportunity to market needs	Level 2	6
119670	Produce a business plan for a new venture	Level 2	8

Unit Standards

Elective component

US ID	US Title	Level	Credits
119671	Administer contracts for a selected new venture	Level 3	10
119713	Apply basic HR principles in a new venture	Level 3	4
13929	Co-ordinate meetings, minor events and travel arrangements	Level 3	3
13915	Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation and a specific workplace	Level 3	4
13934	Plan and prepare meeting communications	Level 3	4
13932	Prepare and process documents for financial and banking processes	Level 3	5
119712	Tender for business or work in a selected new venture	Level 3	8

Further Education and Training Certificate: Generic Management

Level: 4	SAQA ID: 57712 LP: 74630	Services Seta: 2335
Learnership Duration:	12 Months	Credits: 150
Contact Days:	Customise to client-specific needs and learner experience/level	
Target Market	Management, Office Manager, Supervisors, Resource Manager. Any person that is ready to supervise and/or manage a team through engaged leadership	

Recommended entry requirements

Learners should be competent in the following:

- Communication at Level 3
- Mathematical Literacy at Level 3
- Computer Literacy at Level 3, or the equivalent thereof

Purpose

Management skills are still critical skills required across organisations and industries within South Africa. Generic management skills can be applied across a wide range of specialised fields.

This programme offers learners the ability and skills to move into a supervisory or management role from an operational role. This qualification lays the foundation for the development of management qualifications across various sectors and industries.

It specifically develops management competencies required by learners in any occupation, particularly those who are currently operating as junior managers.

The scope of management covers four domains: leadership, self-management, people management and management practices. This qualification addresses each of these domains with generic competencies, thereby enabling learning programmes to be contextualised for specific sectors and industries.

Provides opportunities for people to transfer between various specialisations within management. This will therefore enable management competencies to be strengthened, and enable managers to better manage systems, processes, resources, self, teams and individuals in various occupations. It is intended to empower learners to acquire knowledge, skills, attitudes and values required to operate confidently as individuals in the South African community and to respond to the challenges of the economic environment and changing world of work.

Ultimately, this qualification is aimed at improving the productivity and efficiency of managers within all occupations in South Africa

Exit level outcomes

On achieving this Qualification, the learner will be able to:

1. Planning: Develop plans to achieve defined objectives
2. Organising: Organise resources in accordance with the developed plan
3. Leading: Lead a team to work co-operatively to achieve objectives
4. Controlling: Monitor performance to ensure compliance with a developed plan
5. Ethics: Make decisions based on a code of ethics

Critical Cross-Field Outcomes:

1. The learner will be expected to demonstrate the ability to:
2. Identify and solve problems and make responsible ethical decisions within own limit of authority.
3. Work effectively with others as a member of a team, group, organisation, or community to achieve work unit objectives.
4. Organise and manage oneself and one's activities responsibly and effectively to plan, lead, organise and control towards achievement of work unit objectives.
5. Collect, organise, and critically evaluate information to measure performance.
6. Communicate effectively using visual, mathematics and language skills in the modes of oral and/or written presentations to lead a team.
7. The learner will be required to demonstrate an understanding of the world as a set of related systems by aligning work unit objectives to organisational strategy.
8. Be culturally and aesthetically sensitive across a range of social contexts in managing and interacting with diverse people in the workplace.
9. Use science and technology effectively in researching, recommending, and implementing management solutions, showing responsibility towards the environment and health of others.

Qualification rules

This qualification requires a total of 136 credits as listed below:

Fundamental component:

The Fundamental Component consists of 56 Unit Standards in:

- Mathematical Literacy at Level 4 to the value of 16 credits
- Communication at Level 4 in a First South African Language to the value of 20 credits
- Communication in a Second South African Language at Level 3 to the value of 20 credits

It is compulsory for learners to do communication in 2 different South African languages, one at NQF level 3 and one at NQF level 4

Core component:

Core: all 72 credits

Elective component:

Learners are to achieve Unit Standards to the minimum of **22 credits**

Unit Standards**Fundamental component**

US ID	US Title	Level	Credits
119472	Accommodate audience and context needs in oral/signed communication	Level 3	5
119457	Interpret and use information from texts	Level 3	5
119467	Use language and communication in occupational learning programmes	Level 3	5
119465	Write/present/sign texts for a range of communicative contexts	Level 3	5
9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	6
119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	Level 4	5
119469	Read/view, analyse and respond to a variety of texts	Level 4	5
9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 4	4
7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	6
12153	Use the writing process to compose texts required in the business environment	Level 4	5
119459	Write/present/sign for a wide range of contexts	Level 4	5

Unit Standards

Core component

US ID	US Title	Level	Credits
242824	Apply leadership concepts in a work context	Level 4	12
242815	Apply the organisation's code of conduct in a work environment	Level 4	5
242816	Conduct a structured meeting	Level 4	5
242822	Employ a systematic approach to achieving objectives	Level 4	10
242821	Identify responsibilities of a team leader in ensuring that organisational standards are met	Level 4	6
242810	Manage Expenditure against a budget	Level 4	6
242829	Monitor the level of service to a range of customers	Level 4	5
242819	Motivate and Build a Team	Level 4	10
242811	Prioritise time and work for self and team	Level 4	5
242817	Solve problems, make decisions and implement solutions	Level 4	8

Unit Standards

Elective component

US ID	US Title	Level	Credits
13915	Demonstrate understanding of HIV/AIDS and its impact on the workplace	Level 3	4
242814	Identify and explain the core and support functions of an organisation	Level 3	6
242812	Induct a member into a team	Level 3	4
242818	Describe the relationship of junior management to other roles	Level 4	5
242813	Explain the contribution made by own area of responsibility to the overall organisational strategy	Level 4	5
10981	Supervise work unit to achieve work unit objectives (individuals and teams)	Level 4	12

Further Education & Training Certificate: Business Administration Services

Level: 4	SAQA ID: 61595 LP:35928	Services Seta: 2335
Learnership Duration:	12 Months	Credits: 140
Contact Days:	Customise to client-specific needs and learner experience/level	
Target Market	The Qualification through its Elective Component enables the learner to specialise in areas of Administration such as Reception, Executive Administration, Financial Literacy, Relationship Management, Legal Knowledge, Communication, Project Administration and Support, Call Centre Administration and Human Resources	

Recommended entry requirements

Learners should be competent in the following:

- Communication at Level 3
- Mathematical Literacy at Level 3
- Computer Literacy at Level 3, or the equivalent thereof

Purpose

The National Certificate in Business Administration Services: NQF Level 4 is designed to meet the needs of those learners both employed or unemployed, who are already involved or wish to become involved in the field of Administration.

Administration is an essential field of learning as Administration competencies apply to all industries and to many non-commercial ventures such as sports/recreation clubs, religious groups, etc. This means that there is an on-going need for skilled administrative people to carry out these functions both in the commercial and non-commercial sectors. There is also a need to develop career paths in this field to offer people involved in Administration the opportunity to continue with a programme of life-long learning, which will make them knowledgeable and skilled employees with enhanced employment opportunities.

The National Certificate in Business Administration Services: Level 4 is a generic Qualification which offers administrative knowledge and skills to learners who:

- Have attained the National Certificate in Business Administration: Level 3 and wish to continue a path of life-long learning in Administration
- Were previously disadvantaged or who were unable to complete their schooling and were therefore denied access to Further Education and Training
- Have worked in Administration for many years, but have no formal Qualifications in their area of expertise
- Wish to extend their range of skills and knowledge of Administration so that they can become knowledge workers
- Are contracted in a learnership agreement
- Have recently taken up a position in Administration
- Have not yet acquired the skills and competencies required for learning in Administration at NQF level 5.

The skills, knowledge, values and attitudes reflected in the Qualification are building blocks that will be developed further in Level 5. The intention is:

- To promote the development of knowledge and skills that are required for the efficient performance of administrative functions in any commercial or non-commercial environment
- To release the potential of people.
- To provide opportunities for people to move up the value chain.

The Core Component of the Qualification offers the learner knowledge and skills in the Management of Records, Comprehension of written and verbal texts, Business Writing, Problem Solving, Ethics, Cultural Awareness, Self-Management and Self-Development, Project Teamwork and Business Policies and Procedures. The Qualification through its Elective Component enables the learner to specialise in areas of Administration such as Reception, Executive Administration, Financial Literacy, Relationship Management, Legal Knowledge, Communication, Project Administration and Support, Call Centre Administration and Human Resources.

Learners working towards this Qualification will find that the acquisition of competence in the Unit Standards, which make up the Qualification, will add value to their jobs. This Qualification is intended to enhance the provision of service within the field of Administration within all business and non-commercial sectors. The Qualification ensures progression of learning, enabling the learner to meet standards of service excellence required within the Administration field of learning, through building day-to-day Administration skills as well as general operational competencies. It will provide the broad knowledge, skills and values needed in the Administration field for all business and non-commercial sectors and will facilitate access to, and mobility and progression within, education and training.

Exit level outcomes

On achieving this Qualification, the learner will be able to:

1. Have knowledge of the procedures for stock and fixed asset control and be able to:
 - Apply such knowledge and maintain the appropriate registers
 - Ensure that employees have the resources they need on an on-going basis through efficiently ordering and distributing stationery and other requirements.
2. Develop Administrative systems together with other employees to:
 - Control and keep all information required by the organisation up to date
 - Ensure the confidentiality of information
 - Control the availability of resources information
 - Develop administrative procedures relating to the systems and to write them into a manual for use by other employees.
3. Improve organisational effectiveness, by being able to:
 - Manage all Administration records him/herself
 - Assist others in the organisation to do so

4. Present information that is routinely and regularly required, as well as specific information that is requested from time-to-time:
 - Appropriate report format
 - On time
 - Using listening, reading and writing skills.
5. The learner will also be able to:
 - Identify information sources to be able to quickly access information when it is required
 - Liaise with clients (internal and external) to verify that the format used for reports serves the purpose
 - Make amendments to report format and writing style, if necessary.
6. Manage service providers in that the learner will be able to:
 - Identify appropriate service providers
 - Institute the appropriate provisioning procedures to secure the service of providers
 - Draw up contracts for the provision of services and goods by suppliers
 - Monitor the delivery of the service and/or goods in terms of quality, quantity and time schedules for delivery
 - Take appropriate action when service providers fail to deliver as agreed.
7. Be an effective employee in the administrative section of an organisation by being able to:
 - Plan and organise own work
 - Establish and maintain sound working relationships
 - Comply with the organisation's ethics and code of conduct
 - Maintain files and records as required
 - Set personal goals and develop and manage him/herself in a business context.
8. Be aware of how fraud can be present in an office environment and assisting in its control by:
 - Knowing what types of fraud can exist in an office environment
 - Being aware of the legal and organisational implications surrounding fraud and either reporting it or failing to report it
 - Analysing trends and the impact of fraud in the organisation/sector
 - Being able to describe and be part of the implementation of fraud control measures as they relate to the level of authority of the learner.
9. Display Cultural awareness in dealing with customers and colleagues and utilising the differences in a positive way to enhance the effectiveness and image of the organisation.
10. Identify and solve work related problems together with others in the section to:
 - Improve the working climate in the administration department
 - Aid the effectiveness of the organisation
 - Apply efficient time management processes, procedures and techniques to:
 - Improve his/her productivity
 - Assist others in the administrative section to do likewise

11. Be an effective member of a team and be able to:

- Cooperate with others to carry out joint tasks
- Apply sophisticated teamwork skills
- Utilise diversity to its fullest capacity.

12. Become a knowledge worker and be able to:

- Monitor the media (newspapers, television, radio and magazines) and identify articles/news clips, etc. that are applicable to Administration and/or the sector in which he/she works and see their implication for his/her organisation.
- Realise that he/she and his/her organisation are part of a larger system that is interdependent and dependant on other sectors
- Conduct basic research projects in relation to the administrative function.

Qualification rules

This qualification requires a total of 140 credits as listed below:

Fundamental component:

The Fundamental Component consists of 56 Unit Standards in:

- Mathematical Literacy at Level 4 to the value of 16 credits.
- Communication at Level 4 in a First South African Language to the value of 20 credits.
- Communication in a Second South African Language at Level 3 to the value of 20 credits.

It is compulsory for learners to do communication in 2 different South African languages, one at NQF level 3 and one at NQF level 4

Core component:

Core: all 73 credits.

Elective component:

Learners are to achieve Unit Standards to the minimum of 11 credits.

Unit Standards

Fundamental component

US ID	US Title	Level	Credits
8968	Accommodate audience and context needs in oral communication	Level 3	5
8969	Interpret and use information from texts	Level 3	5
8970	Write texts for a range of communicative contexts	Level 3	5
9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	6
8974	Engage in sustained oral communication and evaluate spoken texts	Level 4	5
12417	Measure, estimate and calculate physical quantities and explore, critique and prove geometrical relationships in 2 and 3-dimensional space in the life and workplace of adult with increasing responsibilities	Level 4	4
8975	Read analyse and respond to a variety of texts	Level 4	5
7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	6
8976	Write for a wide range of contexts	Level 4	5
8972	Interpret a variety of literary texts	Level 3	5
12153	Use the writing process to compose texts required in the business environment	Level 4	5

Unit Standards

Core component

US ID	US Title	Level	Credits
110021	Achieve personal effectiveness in business environment	Level 4	6
13943	Analyse new developments reported in the media that could impact on a business sector or industry	Level 4	10
13941	Apply the budget function in a business unit	Level 4	5
10022	Comply with organisational ethics	Level 4	4
14552	Contract service providers	Level 4	3
13945	Describe and apply the management of stock and fixed assets in a business unit	Level 4	2

110026	Describe and assist in the control of fraud in an office environment	Level 4	4
110003	Develop administrative procedures in a selected organisation	Level 4	8
7791	Display cultural awareness in dealing with customers and colleagues	Level 4	4
110009	Manage administration records	Level 4	4
109999	Manage service providers in a selected organisation	Level 4	5
110023	Present information in report format	Level 4	6
10135	Work as a project team member	Level 4	8
15234	Apply efficient time management to the work of a department/division/section	New Level Assignment Pend.	4

Unit Standards

Elective component

US ID	US Title	Level	Credits
13928	Monitor and control reception area	Level 3	4
7790	Process incoming and outgoing telephone calls	Level 3	3
10139	Implement project administration processes according to requirements	Level 4	5

National Certificate: Generic Management

Level: 5	SAQA ID: 59201 LP: 60269	Services Seta: 2335
Learnership Duration:	12 Months	Credits: 162
Contact Days:	Customise to client-specific needs and learner experience/level	
Target Market	Management, Office Manager, Supervisors, Resource Manager, Section heads, foreman. Any person that is ready to first line managers through engaged leadership.	

Recommended entry requirements

Learners should be competent in the following:

- Communication at Level 4
- Mathematical Literacy at Level 4

Purpose

Management skills are still critical skills required across organisations and industries within South Africa. Generic management skills can be applied across a wide range of specialised fields. A person acquiring this qualification will be able to manage first line managers in an organisational entity. First line managers may include team leaders, supervisors, junior managers, section heads and foremen. The focus of this qualification is to enable learners to develop competence in a range of knowledge, skills, attitudes and values.

The skills, knowledge and understanding demonstrated within this qualification are essential for the creation of a talent pool of experienced and effective middle managers that represents the demographics of the South African society. This qualification will create a leadership cadre for the South African society throughout multiple industries and sectors both private and public.

A person acquiring this qualification will be able to manage first-line managers in an organisational entity. First line managers may include team leaders, supervisors, junior managers, section heads and supervisors. The focus of this qualification is to enable learners to develop competence in a range of knowledge, skills, attitudes, and values including:

- Initiating, developing, implementing, and evaluating operational strategies, projects, and action plans, and where appropriate, recommending changes within teams and/or the unit to improve the effectiveness of the unit.
- Monitoring and measuring performance and applying continuous or innovative improvement interventions in the unit to attain its desired outcomes, including customer satisfaction, and thereby contributing towards the achievement of the objectives and vision of the entity.
- Leading a team of first line managers, by capitalising on the talents of team members and promoting synergistic interaction between individuals and teams, to enhance individual, team, and unit effectiveness to achieve the goals of the entity.

- Building relationships using communication processes both vertically and horizontally within the unit, with superiors and with stakeholders across the value chain to ensure the achievement of intended outcomes.
- Applying the principles of risk, financial and knowledge management, and business ethics within internal and external regulatory frameworks to ensure the effectiveness and sustainability of the unit.
- Enhancing the development of teams and team members through facilitating the acquisition of skills, coaching, providing career direction, and capitalising on diversity in the unit.

Exit level outcomes

1. Initiate, develop, implement, and evaluate operational strategies, projects, and action plans to improve the effectiveness of the unit.
2. Monitor and measure performance and apply continuous or innovative improvement interventions in the unit.
3. Lead and manage a team of first line managers to enhance individual, team, and unit effectiveness.
4. Build relationships with superiors and with stakeholders across the value chain.
5. Apply the principles of risk, financial and knowledge management, and business ethics within internal and external regulatory frameworks.
6. Enhance the development of teams and team members.

Qualification rules

This qualification requires a total of 162 credits as listed below:

Fundamental component:

The Fundamental Component consists of 49 Unit Standards in:

Core component:

Core: all 78 credits.

Elective component:

Learners are to achieve Unit Standards to the minimum of **35 credits**.

This program consists of SIX SKILLS PROGRAMS as follows and will be covered over a period of one year:

1. Leadership
2. Leading Change
3. Team Management
4. Risk Management
5. Financial Control
6. Team Performance

Programme 1: Leadership

Leadership	Analyse leadership and related theories in a work context	120300 F	8	26 credits
	Manage a diverse work force to add value	252043 C	6	
	Apply the principles and concepts of emotional intelligence to the management of self and others	252031 E	4	
	Lead people development and talent management	252029 C	8	

Programme 2: Leading Change

Leading change	Apply the principles of ethics to improve organisational culture	252042 F	5	33 Credits
	Apply a systems approach to decision making	252026 F	6	
	Formulate recommendations for a change process	252021 F	8	
	Create and manage an environment that promotes innovation	252020 C	6	
	Select and coach first line manager	252035 C	8	

Programme 3: Team management

Team management	Recruit and select candidates to fill defined positions	12140 E	9	37 Credits
	Devise and apply strategies to establish and maintain workplace relationships	252027 C	6	
	Build teams to achieve goals and objectives	252037 C	6	

	Use communication techniques effectively	12433 F	8	
	Interpret and manage conflicts in the workplace	114226 E	8	

Programme 4: Risk Management

Managing risk	Demonstrate basic understanding of the Primary labour legislation that impacts on a business unit	13952 E	8	30 Credits
	Develop, implement, and evaluate a project plan	252022 F	8	
	Monitor, assess and manage risk	252025 C	8	
	Apply the principles of knowledge management	252044 C	6	

Programme 5: Financial control

Financial control	Apply mathematical analysis to economic and financial information.	252036 F	6	19 Credits
	Manage the finances of a unit	252040 F	8	
	Promote a learning culture in an organisation	252041 E	5	

Programme 6: Team Performance

Team performance	Develop and implement a strategy and action plans for a team, department, or division	15219 E	4	20 Credits
	Develop, implement, and evaluate an operational plan	252032 C	8	
	Monitor and evaluate team members against performance standards	252034 C	8	

Progression pathway

This qualification will enable the qualifying candidate to progress learning for other national management diplomas on NQF Level 6 and national first degrees in management on NQF Level 7. This qualification provides entry to qualifications in management, business management, business administration, and organisational leadership.

In compliance with



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