



PROSPECTUS

Qualifications & Courses

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ACCREDITED COURSES

Click on a qualification to navigate to the qualification details.

Please note: prices below exclude stipends that are payable in the case of Unemployed Learnership. Unemployed Learnership stipends are R4,000 per month.

SETA LEARNERSHIPS

1 YEAR LEARNERSHIP COST: R46,000 incl. VAT		SAQA ID	CREDITS	NQF LEVEL
National Certificate: Mixed Farming		48977	120	2
National Certificate: Fruit Packing and Grading Processes		48848	120	3
National Certificate: General Management		60296	162	TBA (Pre-2019: 5)
National Certificate: Customer Management		60273	162	TBA (Pre-2019: 5)
National Certificate: IT: End User Computing		61591	130	3

1 YEAR LEARNERSHIP

COST: R46,000 incl. VAT

	SAQA ID	CREDITS	NQF LEVEL
Occupational Certificate: Retail Supervisor	99573	100	4
Occupational Certificate: Store Person	99703	41	2
Occupational Certificate: Dispatching & Receiving Clerk	99446	34	3

2 YEAR LEARNERSHIP

COST: R92,000 incl. VAT

Occupational Certificate: Training and Development Practitioner	101321	190	5
Occupational Certificate: Project Manager	101869	240	5
Occupational Certificate: Small Business Consultant	118741	244	5
Occupational Certificate: Safety, Health and Quality Practitioner (Occupational Health and Safety Practitioner)	99714	256	5

4 YEAR LEARNERSHIP

COST: R184,000 incl. VAT

Occupational Certificate: Office Administrator	102161	445	5
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3 YEAR QUALIFICATIONS

COST: R138,000 incl. VAT

Occupational Certificate: Management Assistant	101876	316	5
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NOTE: this is an accredited Management Assistant qualification, not a learnership.

RAPID LEARNING COURSES

Click on a course to navigate to the course details.

DERIVED FROM AGRISETA	COST
Fundamental Mathematics in Agriculture	R3450
Fundamental Communication in Agriculture	R4025
Fundamental Mathematics for Fruit Packing	R4600
Fundamental Communication in Fruit Packing	R4025
Animal Production	R4600
Plant Production	R6325
Agricultural Practices	R5175
Agri-Business	R4600
Packaging & Grading of Fruit	R4600
Market & Product Characteristics for Fruit	R3450
Operational Functions in Fruit Packing & Grading	R4025

DERIVED FROM CETA	COST
Fundamental Skills for Construction Health & Safety	R4600
Graphical User Interface (GUI)	R5175
Mathematics and Legislation in Construction	R4600
Investigation and Action Plans	R3450
Health, Safety & Risk	R3450
Monitoring & Reporting	R3450
Environmental Issues	R3450

DERIVED FROM INSETA	COST
Finance Risk	R4025
Current Affairs in the Financial Sector	R4025
Financial Markets and Research	R4600
Large Claims	R3450
Underwriting	R3450
Financial Literacy	R5175
Insurance Industry & Environment	R6325
Mathematical Literacy for Insurance Industry	R4600
Financial Sector Structure & Reported Events	R5750
Life Insurance Products & Services	R5750
Business Communication	R5175

DERIVED FROM SSETA	COST
Business Communication	R4025
Business Numeracy	R4025
Introduction to ICT	R4025
Computer Software	R4025
Internet & E-mail	R3450
Business Fundamentals	R4025
Entrepreneurship	R4025
Life-Skills	R3450
Orientation to Contact Centres	R3450
Occupational Learning for Contact Centres	R3450



DERIVED FROM SSETA	COST
Contact Centre Numeracy	R3450
Contact Centre Problem Solving Skills	R3450

DERIVED FROM SSETA	COST
Inbound Contact Centre Skills	R4600
Outbound Contact Centre Skills	R3450
Contact Centre Service Excellence	R3450
Business Writing Skills	R3450
Ethics & Time Management	R3450
Communication Skills for Project Support Services	R4025
Health & Safety in the Workplace	R3450
Mathematical Skills for Project Support Services	R4025
Project Cost & Schedule Management	R4025
Management & Organisational Performance	R4025
Basic Accounting & Risk Analysis	R3450
Project Support Services	R3450

DERIVED FROM SSETA	COST
Introduction to Project Management	R3450
Project Communication	R5750
Project Support	R3450
Project Teamwork	R3450
Project Mathematics	R3450

DERIVED FROM SSETA	COST
Project Initiation, Planning & Implementation	R5175
Mathematics in Business	R3450
Fundamentals of Marketing	R4025
Marketing Management	R3450
Marketing Tools & Techniques	R3450
Organisational Ethics	R3450
Customer Relationship Management	R4025

DERIVED FROM SSETA	COST
Advertising & Sales Promotions	R4025
Leadership	R4025
Relationship Management	R4025
Diversity & Conflict Management	R4025
People Management	R3450
Financial Management	R4025
Best Practice Management	R4025
Change Management	R3450
Results-Based Management	R3450
Communication in Business Consulting	R3450
Consulting as a Product	R3450
Sales in Consulting	R3450



DERIVED FROM SSETA	COST
Project Management Skills	R4025
Work as Consultant Under Supervision	R3450
Enterprise Resource Planning	R3450
Customer Sales Management	R3450
Leadership in Customer Sales Team	R3450
Real Estate Communication	R6325
Real Estate Mathematics	R3450
Real Estate Business Environment	R6325
Real Estate Legislation	R4025
Ethics & Knowledge Management	R3450
Relationship Management	R3450
Results-Based Management	R3450

DERIVED FROM MICTSETA	COST
Computing Numeracy	R4600
ICT in the Business Environment	R4600
Spreadsheets	R4600
Computing Communication	R4025
Word Processing	R3450
Internet & E-mail	R4600
Relate Business Problems & IT Solutions	R3450
The Role of Technology in a Business Context	R4025
Problem Solving: Systems Development	R3450

DERIVED FROM MICTSETA	COST
Implications of Systems Development	R3450
Principles of Creating Computer Software	R3450
Communicate with IT Staff & System Users	R5750
Fundamental Communication & Analysis	R3450
Requirements Analysis	R4025

DERIVED FROM W&R SETA	COST
Merchandising & Selling in a Small Business	R4025
Operations & Customer Service in a Small Business	R3450
Basics of Retail Business	R3450
Stock in a Small Business	R3450
Shrinkage Management	R3450
Discipline Management	R3450

DERIVED FROM ADDITIONAL RAPID LEARNING COURSES	COST
Time management and productivity	R3500
Emotional Intelligence at work	R3500
Diversity and inclusion in the workplace	R3500
Effective teamwork and collaboration	R3500
Conflict management essentials	R3500
Cybersecurity essentials	R3500
Project management essentials	R3500
Business Ethics and Professional Conduct	R3500
CV Writing and Job Application Success	R3500



DERIVED FROM ADDITIONAL RAPID LEARNING COURSES	COST
Interview preparation and skills	R3500

COMPLIANCE COURSES

COST: R1,500 per course		
BEE - Where to Start	FICA Overview	Data Privacy and Cybersecurity
Being a Landlord	Moneylaundering	Director Duties - Beginner
Being a Trustee	Beneficial Ownership - new	Director Duties - Advanced
Taking Your Business Online	Corporate Governance	Estate Planning
Overview of the Competition Act	Basics of Insurance Law	POPI Act - Direct Marketing
Concluding a Contract	Overview of National Credit Act	Basics of Sectional Titles
Contract Management Basics	POPI Act - Beginner	YES Initiatives
Consumer Protection Act	POPI Act - Advanced	



SETA LEARNERSHIPS

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COURSES	UNIT STANDARDS
Fundamental Mathematics	<ul style="list-style-type: none"> • Apply knowledge of statistics and probability to influence the use of data and procedures to investigate real-life problems [9009] • Demonstrate an understanding of rational and irrational numbers and number systems [7480] • Measure, estimate and calculate physical quantities then explore, describe and represent geometrical relationships in 2-dimensions [12444]
Fundamental Communication	<ul style="list-style-type: none"> • Access and use information from texts [8963] • Maintain and adapt oral communication [8962] • Use language and communication in occupational learning programmes [8967] • Write for a defined context [8964]
Agricultural Practices	<ul style="list-style-type: none"> • Apply layout principles for conservation and infrastructure [116127] • Explain principles of human resources management and practices in agriculture [116113] • Monitor water quality [116077] • Utilise and perform minor repair and maintenance tasks on equipment and infrastructure [116060] • Recognise and identify the basic functions of the ecological environment [116064] • Participate in agri/ecotourism practices at both micro and meso levels to tourists [116069]
Agri-Business	<ul style="list-style-type: none"> • Apply marketing principles in agriculture [116126] • Control inputs and stock in an agricultural business [116122] • Identify and recognise factors influencing agricultural enterprise selection [116081] • Illustrate and understand the basic layout of financial statements [116083] • Operate and support a food safety and quality management system in the agricultural supply chain [116070]

COURSES	UNIT STANDARDS
Plant Production	<ul style="list-style-type: none"> • Apply crop protection and animal health products effectively and responsibly [116125] • Apply sustainable farming practices to conserve the ecological environment [116121] • Consider plant botany during the placement of bee hives [116123] • Define and understand production systems and production management [116115] • Control pests, diseases and weeds on all crops effectively and responsibly [116124] • Monitor the establishment of a crop [116079] • Apply plant manipulation methods [116128] • Understand basic soil fertility and plant nutrition [116053]
Animal Production	<ul style="list-style-type: none"> • Apply animal products harvesting procedures [116144] • Administer livestock processing treatments [116643] • Respond correctly to control defensive behaviour in animals [116063] • Understand animal nutrition [116055] • Explain basic pig husbandry practices [116120]

COURSES	UNIT STANDARDS
Fundamental Mathematics	<ul style="list-style-type: none"> • Demonstrate the use of number bases, measurement units and an awareness of error in the context of relevant calculations [9010] • Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts [9013] • Investigate life and work related problems using data and probabilities [9012] • Use mathematics to investigate and monitor the financial aspects of personal, business and national issues [7456] • Apply basic business principles [8000]
Fundamental Communication	<ul style="list-style-type: none"> • Interpret and use information from texts [119457] • Accommodate audience and context needs in oral/signed communication [119472] • Use language and communication in occupational learning programmes [8973] • Work as a project team member [10135]
Packaging & Grading of Fruit	<ul style="list-style-type: none"> • Grade fruit [115193] • Pack fruit [115178] • Palletise fruit [115179] • Receive fruit [115201] • Store fruit [115197]
Market & Product Characteristics	<ul style="list-style-type: none"> • Demonstrate an understanding of the basic requirements of different fruit markets [115190] • Explain product characteristics [115187] • Explain the cold chain process [115176]
Operational Functions	<ul style="list-style-type: none"> • Dispatch final product [115200] • Monitor fruit treatment process [115195] • Operate fruit packing line machine [115202] • Operate fruit sizing machine [115180]



GENERAL MANAGEMENT

NQF Level TBA: Pre-2009 was L5 | SAQA ID 60269

COURSES	UNIT STANDARDS
Leadership	<ul style="list-style-type: none"> Analyse leadership and related theories in a work context [120300] Build teams to achieve goals and objectives [252037] Empower team members by recognising strengths, encouraging participation in decision making and delegating tasks [15224]
Relationship Management	<ul style="list-style-type: none"> Devise and apply strategies to establish and maintain workplace relationships [252027] Apply the principles and concepts of emotional intelligence to the management of self and others [252031] Use communication techniques effectively [12433]
Diversity & Conflict Management	<ul style="list-style-type: none"> Manage a diverse work force to add value [252043] Conduct negotiations to deal with conflict situations [117853] Interpret and manage conflicts within the workplace [114226]
People Management	<ul style="list-style-type: none"> Recruit and select candidates to fill defined positions [12140] Lead people development and talent management [252029] Monitor and evaluate team members against performance standards [252034] Select and coach first-line managers [252035]
Financial Management	<ul style="list-style-type: none"> Apply mathematical analysis to economic and financial information [252036] Manage the finances of a unit [252040]
Best Practice Management	<ul style="list-style-type: none"> Evaluate current practices against best practice [252024] Apply the principles of ethics to improve organisational culture [252042] Apply the principles of knowledge management [252044]
Change Management	<ul style="list-style-type: none"> Formulate recommendations for a change process [252021] Create and manage an environment that promotes innovation [252020] Apply a systems approach to decision making [252026]
Results-Based Management	<ul style="list-style-type: none"> Develop, implement and evaluate an operational plan [252032] Monitor, assess and manage risk [252025] Develop, implement and evaluate a project plan [252022]



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CUSTOMER MANAGEMENT

NQF Level TBA: Pre-2009 was L5 | SAQA ID 60273

COURSES	UNIT STANDARDS
Customer Sales Management	<ul style="list-style-type: none"> Identify product features, advantages and benefits to the customer [10045] Close a deal with a customer [10047] Develop customer needs and relationships [10067]
Leadership	<ul style="list-style-type: none"> Analyse leadership and related theories in a work context [120300] Build teams to achieve goals and objectives [252037]
Ethics & Knowledge Management	<ul style="list-style-type: none"> Apply the principles of ethics to improve organisational culture [252042] Apply the principles of knowledge management [252044]
Relationship Management	<ul style="list-style-type: none"> Devise and apply strategies to establish and maintain workplace relationships [252027] Manage a diverse work force to add value [252043] Use communication techniques effectively [12433]
Financial Management	<ul style="list-style-type: none"> Apply mathematical analysis to economic and financial information [252036] Manage the finances of a unit [252040]
People Management	<ul style="list-style-type: none"> Monitor handling of customer by frontline customer service [10052] Lead people development and talent management [252029] Monitor and evaluate team members against performance standards [252034] Select and coach first-line managers [252035]
Change Management	<ul style="list-style-type: none"> Formulate recommendations for a change process [252021] Create and manage an environment that promotes innovation [252020] Apply a systems approach to decision making [252026]
Results-Based Management	<ul style="list-style-type: none"> Develop, implement and evaluate an operational plan [252032] Monitor, assess and manage risk [252025] Develop, implement and evaluate a project plan [252022]



COURSES	UNIT STANDARDS
Computing Numeracy	<ul style="list-style-type: none"> • Use mathematics to investigate and monitor financial aspects [7456] • Investigate life and work-related problems using data and probabilities [9012] • Calculate shape and motion in 2-and 3-dimensional space [9013] • Number bases and measurement units [9010] • Perform basic business calculations [11241]
ICT in the Business Environment	<ul style="list-style-type: none"> • Concepts of ICT [117925] • Use generic computer functions [258883] • Work with simple databases [116936] • Work as a project team member [10135] • HIV/AIDS in a workplace [13915]
Spreadsheets	<ul style="list-style-type: none"> • Create and edit spreadsheets [116937] • Tables and columns [119078] • Enhance the functionality and apply graphs or charts to a spreadsheet [116943] • Use a spreadsheet application to solve a given problem [116940] • Change the appearance of a spreadsheet [258879]
Computing Communication	<ul style="list-style-type: none"> • Present information in report format [110023] • Write or present texts for a range of communicative contexts [119465/8970] • Accommodate audience and context needs in oral communication [119472/8968] • Use language and communication in occupational learning programmes [119467/8973]
Presentations	<ul style="list-style-type: none"> • Use a word processor to format documents [117924] • Review and create documents using a word processor [258898] • Use a word processor to create merged documents [116942]
Internet & E-Mail	<ul style="list-style-type: none"> • The principles of the Internet and the World-Wide-Web [115391] • Use a web-browser to search the Internet [116931] • Use electronic mail to send and receive messages [116945] • Enhance, edit and organise electronic messages and research a computer topic [116935 / 114076] • Electronic messaging and calendar application [258897]

COURSES	UNIT STANDARDS
Word Processing	<ul style="list-style-type: none">• Use a word processor to format documents [117924]• Review and create documents and create merged documents using a word processor [258898]• Use a word processor to create merged documents [116942]



QCTO LEARNERSHIPS

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SECTION	MODULES
KNOWLEDGE MODULES Module 334302001-KM 106 Credits	<ul style="list-style-type: none"> • Concepts and principles of supervising Wholesale or Retail staff (10 credits). • Concepts and principles of monitoring and improving performance (4 credits). • Concepts and principles for the implementation and maintenance of retail or wholesale operations (3 credits). • Concepts and principles of enhancing customer service (3 credits).
PRACTICAL SKILL MODULES Module 522201000-PM 20 Credits	<ul style="list-style-type: none"> • Supervise retail or wholesale staff (6 credits). • Monitor and control the work performance of a team (6 credits). • Supervise operations (4 credits). • Supervise service to internal and external retail and wholesale customers (2 credits). • Resolve queries and complaints from internal and external retail and wholesale customers (2 credits).
WORK EXPERIENCE MODULES Module 522201000-WM 60 Credits	<ul style="list-style-type: none"> • Processes and procedures for supervising wholesale or retail staff (30 credits). • Processes and procedures for supervising, implementing and maintaining processes and procedures in a specific area of responsibility in a wholesale or retail outlet (20 credits). • Processes and procedures for enhancing customer service in a wholesale or retail outlet (10 credits).

SECTION	MODULES
KNOWLEDGE MODULES Module 833402000-KM 9 Credits	<ul style="list-style-type: none"> • Concepts of moving and packing stock in a stock storage area (3 credits) • Concepts and methods of picking and counting stock (3 credits) • Principles of maintaining a stock storage area (3 credits)
PRACTICAL SKILL MODULES Module 833402000-PM 13 Credits	<ul style="list-style-type: none"> • Move stock in and out of stock storage areas (3 credits) • Pack stock in a stock storage area (3 credits) • Pick stock from a stock storage area (3 credits) • Count stock (2 credits) • Maintain the stock storage area (2 credits)
WORK EXPERIENCE MODULES Module 833402000-WM 19 Credits	<ul style="list-style-type: none"> • Processes and procedures for moving and packing different types of stock (9 credits) • Processes and procedures for picking and counting stock (6 credits) • Processes and procedures for performing housekeeping, maintaining a safe stock storage area (4 credits)

DISPATCHING AND RECEIVING CLERK

NQF Level 3 | Credits 34 | SAQA ID 99446

SECTION	MODULES
KNOWLEDGE MODULES Module 432102000-KM 12 Credits	<ul style="list-style-type: none"> • The receiving and dispatch environment (4 credits) • Concepts of shrinkage and losses (2 credits) • Principles of receiving and checking deliveries (4 credits) [optional for Dispatch Clerk part qualification] • Principles of dispatching stock (2 credits) [optional for Receiving Clerk part qualification]
PRACTICAL SKILL MODULES Module 432102000-PM 7 Credits	<ul style="list-style-type: none"> • Receive stock (2 credits) [optional for Dispatch Clerk part qualification] • Prepare items for dispatch (2 credits) [optional for Receiving Clerk part qualification] • Prevent shrinkage and losses (3 credits)
WORK EXPERIENCE MODULES Module 432102000-WM 15 Credits	<ul style="list-style-type: none"> • Processes and procedures for receiving stock (8 credits) [optional for Dispatch Clerk part qualification] • Processes and procedures for dispatching stock (7 credits) [optional for Receiving Clerk part qualification]

SECTION	MODULES
KNOWLEDGE MODULES Module 242401001-KM 50 Credits	<ul style="list-style-type: none"> • The statutory learning and development environment (8 credits). • Learning and development management functions (8 credits). • Organisational learning and development needs analysis (8 credits). • Facilitation of learning in an occupational context (8 credits). • Assessment principles and practices (4 credits). • Workplace learning and development planning, evaluation and reporting (8 credits). • Work-based learning (6 credits).
PRACTICAL SKILL MODULES Module 242401001-PM 76 Credits	<ul style="list-style-type: none"> • Manage and coordinate logistics, facilities and financial resources (8 credits). • Plan, conduct and report on a learning and development needs analysis (16 credits). • Plan the delivery of an occupational learning intervention (16 credits). • Facilitate different methodologies, training styles and techniques within an occupational learning context (12 credits). • Facilitate experiential work-based learning (8 credits). • Plan and conduct the assessment of learner competencies (8 credits). • Evaluate the impact of learning within an occupational context (8 credits).
WORK EXPERIENCE MODULES Module 242401001-WM 64 Credits	<ul style="list-style-type: none"> • Conduct learning and development management practices (12 credits). • Conduct skills development facilitation (SDF) processes as required for mandatory grant payments (8 credits). • Conduct learning and development planning and implementation processes (12 credits). • Facilitate an occupational learning session (8 credits). • Facilitate a work-based learning and development process (8 credits). • Conduct assessments of learner competence (8 credits). • Evaluate the impact of learning within an occupational context (8 credits).

SECTION	MODULES
KNOWLEDGE MODULES Module 121905000-KM 80 Credits	<ul style="list-style-type: none"> • Introductory Studies for Project Managers (4 credits). • Project Integration Management (4 credits). • Project Scope Management (8 credits). • Project Time Management (8 credits). • Project Cost Management (8 credits). • Project Quality Management (8 credits). • Project Human Resource Management (8 credits). • Project Communications Management (8 credits). • Project Risk Management (8 credits). • Project Procurement Management (8 credits). • Project Stakeholder Management (8 credits).
PRACTICAL SKILL MODULES Module 121905000-PM 100 Credits	<ul style="list-style-type: none"> • Initiate a project (4 credits). • Plan and develop a project management approach and scope statement (8 credits). • Plan and develop a project timeline and schedule (8 credits). • Plan for and project the cost of a project (8 credits). • Plan project management systems (8 credits). • Monitor and control the scope of a project (8 credits). • Control the project delivery schedules and costs (8 credits). • Control the project quality (8 credits). • Manage and control the human resources of a project (8 credits). • Conduct and control project communication and stakeholder interaction (8 credits). • Manage and control project risks (8 credits). • Manage and control project procurement activities (8 credits). • Manage and control project close-out activities (8 credits).
WORK EXPERIENCE MODULES Module 121905000-WM 60 Credits	<ul style="list-style-type: none"> • Attend to project initiation management processes (10 credits). • Attend to project planning processes (20 credits). • Attend to project execution and control processes (20 credits). • Attend to project close out processes (10 credits).

SECTION	MODULES
KNOWLEDGE MODULES Module 242101-000-00-KM 93 Credits	<ul style="list-style-type: none"> Regulatory and Legislative Framework (5 credits). Compliance Audit (5 credits). Fundamentals of Entrepreneurial Profiles (4 credits). Business Consulting Development (5 credits). Strategic and Operational Plans (5 credits). Professional Business Success Factors (5 credits). Principles of Marketing (5 credits). Business Finance (5 credits). Principles of Costing and Pricing to a Business Venture (5 credits). Risk Profiling (5 credits). Principles of Tendering (4 credits). Business Appraisal (5 credits). Business Requirements and Business Rescue Strategies (5 credits). Effective Communication (5 credits). Principles of Ethics in Business (3 credits). Strategies for Behaviour Change and Coaching (3 credits). Principles of Change Management (5 credits). Introductory Studies for Project Managers (5 credits). Application of Contract Documentation (4 credits). Evaluation of Influences in Value Chain (5 credits).
PRACTICAL SKILL MODULES Module 242101-000-00-PM 55 Credits	<ul style="list-style-type: none"> Evaluate Personal Capability for Performing Business Consulting Services (8 credits). Carry Out Due Diligence and Check Compliance with Relevant Legislation (8 credits). Monitor Methods of Appraisal of Business Owner, Business Performance and Activities (8 credits). Provide Strategic and Operational Consulting Services (10 credits). Develop and Implement Change Management Framework (5 credits). Develop Project Implementation Approach (8 credits). Interpret the Influences of Key Components in The Value Chain on Business Efficiency (8 credits).

SECTION	MODULES
WORK EXPERIENCE MODULES Module 242101-000-00-WM 96 Credits	<ul style="list-style-type: none"> • Procedures to Evaluate Personal Capability for Performing Business Consulting Services (10 credits). • Processes and Procedures for Carrying Out and Checking Due Diligence Compliance with Relevant Legislation (15 credits). • Process to Monitor Methods of Appraisal of Business Owner, Business Performance and Activities (15 credits). • Procedures to Provide Strategic and Operational Consulting Service (20 credits). • Process to Develop and Implement a Change Management Framework (10 credits). • Process and Procedures to Develop Project Approach (15 credits). • Procedures to Interpret the Influences of Key Components in The Value Chain on Business Efficiency (11 credits).

SECTION	MODULES
KNOWLEDGE MODULES Module 226302001-KM 76 Credits	<ul style="list-style-type: none"> Fundamentals of Occupational Health and Safety (9 credits). Fundamentals of Communication (6 credits). Occupational Health and Safety applications (17 credits). Occupational Health and Safety Management (38 credits). Operations Management and Supervision (6 credits).
PRACTICAL SKILL MODULES Module 226302001-PM 62 Credits	<ul style="list-style-type: none"> Represent the needs of employees with regard to Occupational Health and Safety matters (8 credits). Inspect workplaces, identify hazards and risks and take immediate action to ensure health and safety in the workplace (4 credits). Consult with employees and raise their needs and issues at (4 credits). Inspect workplaces and environments to identify occupational health and safety hazards and determine the risks associated with the work (16 credits). Coordinate the work activities of Occupational Health and Safety representatives (6 credits). Develop a risk profile and legal register for a designated work area (6 credits). Establish, maintain and improve the health and safety documentation and reporting systems, controls and processes (4 credits). Advise on the establishment maintenance and improvement of emergency response and preparedness (8 credits). Manage the effectiveness of operational Occupational Health and Safety systems (6 credits).
WORK EXPERIENCE MODULES Module 226302001-WM 118 Credits	<ul style="list-style-type: none"> Exposure to the workplace examination processes (12 credits). Exposure to the processes of representing the Occupational Health and Safety needs of employees (4 credits). Exposure to Occupational Risk Management processes (12 credits). Exposure to the processes of selecting, appointing and managing Occupational Health and Safety representatives (8 credits). Exposure to the processes of developing and implementing Occupational Health and Safety systems (48 credits). Exposure to the processes of monitoring and improving Occupational Health and Safety systems (34 credits).

SECTION	MODULES
KNOWLEDGE MODULES Module 334102002-KM 132 Credits	<ul style="list-style-type: none"> • Effective office administration and management (10 credits). • Business communication and customer services (8 credits). • Office protocol, deportment and etiquette (8 credits). • Apply End User Computing (6 credits). • Social media and digital literacy (5 credits). • Introductory project management (2 credits). • Computerised Project Management (15 credits). • Basic business calculations (5 credits). • Resource and procurement management (15 credits). • Tender and procurement processes, and procedures (5 credits). • Document management and record keeping (15 credits). • Staffing and people support (15 credits). • Principles of the National Qualifications Framework (NQF) in relation to Skills Development and Workplace Skills Plan (WSP) administration (12 credits). • Public relations, marketing and advocacy (6 credits). • Ready for work standards (5 credits).
PRACTICAL SKILL MODULES Module 334102002-PM 155 Credits	<ul style="list-style-type: none"> • Communication and effective customer relationships (10 credits). • Manage, coordinate and assist in the administration and clerical support of resources to facilitate smooth and effective operational activities within the organisation (15 credits). • Assist in the administration and preparation of the process of tendering of contracts (15 credits). • Manage meetings (15 credits). • Payroll processing and pay administration (15 credits). • Support the recruitment, selection, and induction of staff (15 credits). • Classify, identify, register, track and dispose of records and information (15 credits). • Assist in the administration and preparation of the Workplace Skills Plan (WSP) (15 credits). • Provide administrative support to the Marketing/Public Relations division (20 credits). • Prepare, install and dismantle exhibition elements (10 credits). • Manage a small project (credits 10).

SECTION	MODULES
WORK EXPERIENCE MODULES Module 334102002-WM 158 Credits	<ul style="list-style-type: none"> • Perform administrative and meeting support functions to support management (12 credits). • Handle customer and client's queries and liaison in an office (8 credits). • Marketing/Public Relations and administrative support (25 credits). • Assist in planning and coordinating at least two special events/conferences (20 credits). • Procure and allocate resources (15 credits). • Solicit tender offers in terms of a set of procedures (10 credits). • Manage a paperless office (20 credits). • Supervision, and training of administration staff (15 credits). • Assist in developing a Workplace Skills Plan according to employee training needs (8 credits). • Apply ready for work standards to everyday work activities (25 credits).

SECTION	MODULES
KNOWLEDGE MODULES Module 334302001-KM 106 Credits	<ul style="list-style-type: none"> • Document management and record-keeping (15 credits). • Computerised Information Processing (25 credits). • Resource and procurement management (5 credits). • Social media and digital literacy (5 credits). • Office protocol, deportment and etiquette (10 credits). • Business communication and customer services (8 credits). • Ready for work standards (5 credits). • Basic business calculations (5 credits). • Apply End User Computing (6 credits). • Business documentation and design (10 credits). • Meeting administration (10 credits). • Introductory project management (2 credits).
PRACTICAL SKILL MODULES Module 334302001-PM 75 Credits	<ul style="list-style-type: none"> • Create a trip itinerary (15 credits). • Address protocol requirements (5 credits). • Determine, acquire and allocate resources for the secretarial unit (10 credits). • Design and develop complex text documents (5 credits). • Manage a small project (10 credits). • Support the recruitment, selection and induction of secretarial staff (10 credits). • Apply communication and effective customer relationships (10 credits). • Organise meetings (10 credits).
WORK EXPERIENCE MODULES Module 334302001-WM 135 Credits	<ul style="list-style-type: none"> • Perform administrative and meeting support functions to support management (12 credits). • Apply ready-for-work standards to everyday work activities (25 credits). • Handle customer and client queries and liaison in an office (8 credits). • Assist in planning and coordinating at least two special events/ conferences (20 credits). • Procure and allocate resources (15 credits). • Manage a paperless office (20 credits). • Apply supervisory skills to coordinate and direct clerical staff activities (20 credits). • Prepare a trip itinerary (15 credits).



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FUNDAMENTAL MATHEMATICS IN AGRICULTURE	SAQA ID
Apply knowledge of statistics and probability to influence the use of data and procedures to investigate real-life problems.	9009
Demonstrate an understanding of rational and irrational numbers and number systems.	7480
Measure, estimate and calculate physical quantities then explore, describe and represent geometrical relationships in 2-dimensions.	12444

FUNDAMENTAL COMMUNICATION IN AGRICULTURE	SAQA ID
Access and use information from texts.	8963
Maintain and adapt oral communication.	8962
Use language and communication in occupational learning programmes.	8967
Write for a defined context.	8964

FUNDAMENTAL MATHEMATICS FOR FRUIT PACKING	SAQA ID
Demonstrate the use of number bases, measurement units and an awareness of errors in the context of relevant calculations.	9010
Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts.	9013
Investigate life and work related problems using data and probabilities.	9012
Use mathematics to investigate and monitor the financial aspects of personal, business and national issues.	7456
Apply basic business principles.	8000

FUNDAMENTAL COMMUNICATION IN FRUIT PACKING	SAQA ID
Interpret and use information from texts.	119457

FUNDAMENTAL COMMUNICATION IN FRUIT PACKING	SAQA ID
Accommodate audience and context needs in oral/signed communication.	119472
Use language and communication in occupational learning programmes.	8973
Work as a project team member.	10135

ANIMAL PRODUCTION	SAQA ID
Apply animal products harvesting procedures.	116144
Administer livestock processing treatments.	116643
Respond correctly to control defensive behaviour in animals.	116063
Understand animal nutrition.	116055
Explain basic pig husbandry practices.	116120

AGRICULTURAL PRACTICES	SAQA ID
Apply layout principles for conservation and infrastructure.	116127
Explain principles of human resources management and practices in agriculture.	116113
Monitor water quality.	116077
Utilise and perform minor repair and maintenance tasks on equipment and infrastructure.	116060
Recognise and identify the basic functions of the ecological environment.	116064
Participate in agri/ecotourism practices at both micro and meso levels to tourists.	116069

PLANT PRODUCTION	SAQA ID
Apply crop protection and animal health products effectively and responsibly.	116125
Apply sustainable farming practices to conserve the ecological environment.	116121



PLANT PRODUCTION	SAQA ID
Consider plant botany during the placement of bee hives.	116123
Define and understand production systems and production management.	116115
Control pests, diseases and weeds on all crops effectively and responsibly.	116124
Monitor the establishment of a crop.	116079
Apply plant manipulation methods.	116128
Understand basic soil fertility and plant nutrition.	116053

AGRI-BUSINESS	SAQA ID
Apply marketing principles in agriculture.	116126
Control inputs and stock in an agricultural business.	116122
Identify and recognise factors influencing agricultural enterprise selection.	116081
Illustrate and understand the basic layout of financial statements.	116083
Operate and support a food safety and quality management system in the agricultural supply chain.	116070

PACKAGING & GRADING OF FRUIT	SAQA ID
Grading Techniques for Fruit	115193
Packing Methods for Fruit	115178
Palletizing Fruit for Efficient Storage and Transportation	115179
Securing Fruit Loads	115201
Storing Fruit Correctly	115197

MARKET & PRODUCT CHARACTERISTICS FOR FRUIT	SAQA ID
Demonstrate an understanding of the basic requirements of different fruit markets.	115190
Product characteristics.	115187
Cold chain process.	115176

OPERATIONAL FUNCTIONS IN FRUIT PACKING & GRADING	SAQA ID
Dispatch final product.	115200
Monitor fruit treatment process.	115195
Operate fruit packing line machine.	115202
Operate fruit sizing machine.	115180



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FUNDAMENTAL SKILLS FOR CONSTRUCTION HEALTH & SAFETY	SAQA ID
Monitor, report, make recommendations on the requirements of work systems in a working environment.	120359
Accommodate audience and context needs in oral/signed communication.	119472
Interpret and use information from texts.	119457
Use language and communication in occupational learning programmes.	119467
Write, present and sign texts for a range of communicative contexts.	119465

MATHEMATICS AND LEGISLATION IN CONSTRUCTION	SAQA ID
Work in confined spaces on construction sites.	15034
Demonstrate knowledge and understanding of current occupational health and safety legislation.	120344
Demonstrate an understanding of different number bases and measurement units and awareness of error in calculations.	9010
Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts.	9013
Use mathematics to investigate and monitor the financial aspects of personal, business and national issues.	7456

GRAPHICAL USER INTERFACE (GUI)	SAQA ID
Use a presentation application to prepare and produce a presentation according to a brief.	117923
Use a spreadsheet application to create and edit spreadsheets.	116937
Use a word processor to format documents.	117924
Use electronic mail to send and receive messages.	116945
Use a word processor to enhance a document through the use of tables and columns.	119078



GRAPHICAL USER INTERFACE (GUI)	SAQA ID
Use a web-browser to search the Internet.	116931

INVESTIGATION AND ACTION PLANS	SAQA ID
Conduct an investigation into workplace incidents.	120335
Respond to, implement and manage emergencies according to an emergency action plan in a workplace.	120329
Investigate problems using data and probabilities.	9012

HEALTH, SAFETY & RISK	SAQA ID
Apply health and safety to a work area.	9964
Conduct a continuous risk assessment in a workplace.	120330
Provide primary emergency care/first aid as an advanced first responder.	25422

ENVIRONMENTAL ISSUES	SAQA ID
Measure noise levels, and take appropriate action.	120317
Demonstrate an understanding and implement environmental initiatives on a construction project.	114218

MONITORING & REPORTING	SAQA ID
Demonstrate knowledge of the preparation, conducting, recording and follow-up actions of a planned task observation.	120337
Monitor, report and advise on safety and health principles regarding the movement of people and materials at work.	120325
Monitor, report and make recommendations on specified requirements in terms of working at heights.	120362



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FINANCE RISK	SAQA ID
Apply technical knowledge to explain business risk and possible strategies to finance risk.	242608
Apply the risk management process to investigate alternatives for risk transfer.	242602
Demonstrate an understanding of the fundamental principles of risk finance to propose an insurance solution.	242562
Research information to assist in conducting a financial risk assessment.	252554

FINANCIAL MARKETS AND RESEARCH	SAQA ID
Apply knowledge and understanding of the origin and use of technical market data in the insurance industry.	243173
Demonstrate insight into the changing nature of the financial services industry and its consumers.	230075
Manage the relationship between intermediaries and the market in commercial or corporate insurance.	243160
Negotiate a proposal with a short-term insurer.	243157
Devise a marketing strategy for a selected target market.	242604

CURRENT AFFAIRS IN THE FINANCIAL SECTOR	SAQA ID
Apply basic economic principles to the financial services sector.	230071
Demonstrate insight into current affairs in the financial services sector.	120075
Describe the financial life cycle of an individual and how this influences financial decisions.	230077
Present an informed argument on a current issue in a business sector.	230070

LARGE CLAIMS	SAQA ID
Demonstrate knowledge and understanding of the financial consequences of a large claim to a client.	242615
Demonstrate knowledge and understanding of the financial consequences of a large claim to an insurer or reinsurer.	243168
Apply the principles of ethics to a business environment.	230078

UNDERWRITING	SAQA ID
Identify and analyse risk information that could impact on underwriting and pricing in the short- term insurance industry.	243167
Review a claims department to determine whether a business is protected by an organisations' business practices.	120065
Underwrite a high risk in short-term commercial and industrial insurance.	243175

INSURANCE INDUSTRY & ENVIRONMENT	SAQA ID
Apply the law of contract to insurance.	14991
Apply the skills of customer care in a specific work environment.	119676
Demonstrate knowledge and application of ethical conduct in a business environment.	13940
Demonstrate knowledge and understanding of insurable risk.	14994
Describe issues of compliance or non-activity that could result in civil or criminal liability in terms of business law.	14979
Manage risk in own work environment.	119265
Engage in sustained oral communication and evaluate spoken texts.	8974
Apply the regulations for disclosure that are required as part of the financial sales process.	117129

FINANCIAL LITERACY	SAQA ID
Describe and apply the basic principles of personal income tax.	117127
Interpret basic financial statements.	117156
Investigate ways of managing financial risk in your own life.	117158
Read, analyse and respond to a variety of texts.	8975
Explain the Finance Intelligence Centre Act, Act 38 of 2001 and its implications for client relations.	14506
Apply knowledge and insight into aspects of the Long Term Insurance Act, Act 52 of 1998.	117126

MATHEMATICAL LITERACY FOR INSURANCE INDUSTRY	SAQA ID
Apply statistics and probability to interrogate and effectively communicate findings on life-related problems critically.	9015
Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts.	9016
Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues.	7468
Write for a wide range of contexts.	8976
Manage time effectively to enhance productivity and enable a balanced lifestyle.	117171

FINANCIAL SECTOR STRUCTURE & REPORTED EVENTS	SAQA ID
Describe healthcare cover in South Africa [117141]	117141
Analyse new developments reported in the media that could impact long-term insurance [118011]	118011
Describe the control of fraud in long-term Insurance [119261]	119261
Explain credit life insurance [119260]	119260
Describe funeral insurance [14956]	14956

BUSINESS COMMUNICATION	SAQA ID
Accommodate audience and context needs in oral communication.	8968
Interpret and use information from texts.	8969
Use language and communication in occupational learning programmes.	8973
Write texts for a range of communicative contexts.	8970
Use language and communication in occupational learning programmes [8979]	8979
Demonstrate skills and techniques required to build a relationship with a client in a financial services environment.	113903

LIFE INSURANCE PRODUCTS & SERVICES	SAQA ID
Describe life insurance and group insured benefits.	114983 & 117137
Indicate the scope of life insurance in South Africa.	117146
Investigate the need to provide financially for own retirement.	114960
Analyse the different products available in the long-term insurance industry and the benefits of each.	119478
Describe disability insurance solutions in the context of financial planning.	113910
Investigate dreaded diseases products and their place in wealth management.	113913
Demonstrate knowledge and insight of the Financial Advisory and Intermediary Services Act (FAIS) (Act 37 of 2002).	12164



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BUSINESS COMMUNICATION	SAQA ID
Engage in a range of speaking and listening interactions.	119635
Strategies to learn.	119631
Read and respond to a range of text types.	119640
Write for a variety of different purposes.	119636

INTRODUCTION TO ICT	SAQA ID
Keyboard skills and operating a personal computer system.	9357 & 116932
Managing files in a computer environment.	117867
Use generic functions in a computer environment.	117902
Concepts in ICT and the use of its components.	117925

BUSINESS NUMERACY	SAQA ID
Describe and represent objects in terms of shape, space and measurement.	119373
Describe, interpret and represent mathematical patterns, functions and algebra.	119368
Process, analyse and communicate numerical data.	110083
Work with numbers; operations with numbers and relationships between numbers.	119362



COMPUTER SOFTWARE	SAQA ID
Create and edit documents.	116938
Format documents.	117924
Create and edit slide presentations.	116933
Prepare and produce a presentation.	117923

INTERNET & E-MAIL	SAQA ID
Search the Internet.	116931
Send and receive messages.	116945
Enhance, edit and organise electronic messages.	116935

ENTREPRENEURSHIP	SAQA ID
Entrepreneurship and develop entrepreneurial qualities.	10006
Different types of business and their legal implications.	13994
Identify, analyse and select business opportunities.	10007
Start and run a business and adapt to a changing business environment.	10009

ORIENTATION TO CONTACT CENTRES	SAQA ID
Instill in myself a personal Contact Centre culture.	13872
Contribute to a diverse working environment in a Contact Centre.	10354

BUSINESS FUNDAMENTALS	SAQA ID
Understanding a general business plan and adapt it to a selected business idea.	14444
Basic accounting practices.	13999
The impact of customer service on a business.	110082
The nature of business, the stakeholders in a business and business profitability.	13176

LIFE-SKILLS	SAQA ID
Plan to manage one`s time.	15091
Manage personal finances.	243189

OCCUPATIONAL LEARNING FOR CONTACT CENTRE	SAQA ID
Search the Internet.	116931
Send and receive messages.	116945
Enhance, edit and organise electronic messages.	116935

CONTACT CENTRE NUMERACY	SAQA ID
Use mathematics to investigate and monitor the financial aspects of personal and community life.	7469
Demonstrate understanding of rational and irrational numbers and number systems.	7480
Identify, describe, compare, classify, explore shape and motion in 2- and 3-dimensional shapes in different contexts.	9008
Work with a range of patterns and functions and solve problems.	9007



INBOUND CONTACT CENTRE SKILLS	SAQA ID
Provide information to customers in a Contact Centre.	13885
Collect and record information queries and requests from customers.	10350
Input data received onto appropriate computer packages within a Contact Centre.	10349
Meet performance standards within a Contact Centre.	10353
Apply in-bound Contact Centre operations within a commercial environment.	10358

OUTBOUND CONTACT CENTRE SKILLS	SAQA ID
Apply out-bound Contact Centre Operations within a commercial environment.	13883

CONTACT CENTRE PROBLEM SOLVING SKILLS	SAQA ID
Gather and provide relevant information to contribute to contact centre problem solving.	13886
Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life related problems.	9009

CONTACT CENTRE SERVICE EXCELLENCE	SAQA ID
Identify and respond to customer needs in a Contact Centre.	10348
Handle a range of customer complaints in Contact Centres.	13873

BUSINESS WRITING SKILLS	SAQA ID
Access and use information from texts.	119463
Write and present for a defined context.	119456

ETHICS & TIME MANAGEMENT	SAQA ID
Manage time and the work process in a business environment.	13918
Apply basic business ethics in a work environment.	13924
Understand and apply personal values and ethics.	8416

COMMUNICATION SKILLS FOR PROJECT SUPPORT SERVICES	SAQA ID
Accommodate audience and context needs in oral/signed communication.	119472
Use language and communication in occupational learning programmes.	119467
Write/present/sign texts for a range of communicative contexts.	119465
Interpret and use information from texts.	119457

PROJECT COST & SCHEDULE MANAGEMENT	SAQA ID
Explain and provide assistance for project estimating service functions.	123463
Explain the quality, time and cost parameter of a project and obtain change request authorisations.	123466
Gather information and provide assistance for project planning and scheduling functions.	123464
Provide assistance for project cost control functions.	123467

BASIC ACCOUNTING & RISK ANALYSIS	SAQA ID
Demonstrate basic accounting concepts.	117421
Demonstrate an understanding of and provide assistance for risk analysis functions.	123461



HEALTH & SAFETY IN THE WORKPLACE	SAQA ID
Apply health and safety to a work area.	9964
Demonstrate an understanding of HIV/AIDS and its implications.	8494

MATHEMATICAL SKILLS FOR PROJECT SUPPORT SERVICES	SAQA ID
Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations.	9010
Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts.	9013
Investigate life and work related problems using data and probabilities.	9012
Use mathematics to investigate and monitor the financial aspects of personal, business and national issues.	7456

MANAGEMENT & ORGANISATIONAL PERFORMANCE	SAQA ID
Describe and apply the management functions of an organisation.	14667
Demonstrate understanding of employment relations in an organisation.	1070
Measure and plan own performance and behaviour in line with roles and responsibilities in a project team.	123465
Measure and plan own performance and behaviour in line with roles and responsibilities in a project team.	123465

PROJECT SUPPORT SERVICES	SAQA ID
Demonstrate knowledge and understanding of the project and the project support services environment.	123462
Explain and apply quality control procedures.	123468
Function in a team.	116594

PROJECT COMMUNICATION	SAQA ID
Accommodate audience and context needs in oral communication.	8968 & 119472
Engage in sustained oral communication and evaluate spoken texts.	8974 & 119462
Write texts for a range of communicative contexts.	8970 & 119465
Compose texts required in the business environment.	2513
Interpret and use information from texts.	8969 & 119457
Read analyse and respond to a variety of texts.	8975 & 119469
Use language and communication in occupational learning programmes.	8973 & 119467

INTRODUCTION TO PROJECT MANAGEMENT	SAQA ID
Fundamentals of project management.	120372
Project management tools and techniques.	120385

PROJECT SUPPORT	SAQA ID
Implement project administration processes.	120381
Produce documentation management.	120376
Plan, organise and support project meetings and workshops.	120382

PROJECT TEAMWORK	SAQA ID
Work as a project team member.	120379
Motivate and build a team.	242819

PROJECT MATHEMATICS	SAQA ID
Financial aspects of personal, business, national and international issues.	7468
Represent analyse and calculate shape and motion in 2-and-3-dimensional space.	9016
Statistics and probability.	9015

PROJECT INITIATION, PLANNING & IMPLEMENTATION	SAQA ID
Project initiation, scope definition and scope change control.	120373
Develop a simple schedule to facilitate effective project execution.	120384
Contribute to the management of project risk.	120374
Cost budget for a project and monitor and control actual cost against budget.	120375
Implementing and assuring project work meets quality requirements.	120383
Monitor, evaluate and communicate simple project schedules.	120383

MARKETING MANAGEMENT	SAQA ID
Motivate and build a team.	242819
Implement activity plans to meet agreed deadlines.	252200
Carry out marketing administration within agreed parameters.	252213

ORGANISATIONAL ETHICS	SAQA ID
Comply with legal requirements and organisational and professional codes of conduct.	252216
Comply with organisational ethics.	252217

MATHEMATICS IN BUSINESS	SAQA ID
Apply statistics and probability to critically analyse and effectively communicate findings on life related problems.	9015
Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts.	9016
Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues.	7468

FUNDAMENTALS OF MARKETING	SAQA ID
Meet marketing performance standards.	252194
Identify and use marketing resources to meet objectives.	252197
Instill in oneself a personal marketing culture.	252209
Apply marketing team work strategies.	252201

MARKETING TOOLS & TECHNIQUES	SAQA ID
Monitor marketing information flow and collect and process marketing data.	252204
Identify expertise and resources.	252195
Identify internal and external stakeholders.	252191

CUSTOMER RELATIONSHIP MANAGEMENT	SAQA ID
Identify potential and existing customers of the business.	252193
Liaise with a range of customers of a business.	252218
Handle a range of customer complaints.	252210
Demonstrate an understanding of the target market.	252203



LEADERSHIP	SAQA ID
Analyse leadership and related theories in a work context.	120300
Build teams to achieve goals and objectives.	252037
Empower team members by recognising strengths, encouraging participation in decision making and delegating tasks.	15224

RELATIONSHIP MANAGEMENT	SAQA ID
Devise and apply strategies to establish and maintain workplace relationships.	252027
Apply the principles and concepts of emotional intelligence to the management of self and others.	252031
Use communication techniques effectively.	12433

ADVERTISING & SALES PROMOTIONS	SAQA ID
Deal with brand, product and service promotions.	252202
Demonstrate an understanding of product positioning.	252206
Demonstrate an understanding of the competitive environment and product positioning.	252211

BUSINESS COMMUNICATION	SAQA ID
Engage in sustained oral/signed communication and evaluate spoken or signed texts.	119462
Read, view, analyse and respond to a variety of texts.	119469
Use language and communication in occupational learning programmes.	119471
Write, present and sign for a wide range of contexts.	119459

DIVERSITY & CONFLICT MANAGEMENT	SAQA ID
Manage a diverse work force to add value.	252043
Conduct negotiations to deal with conflict situations.	117853
Interpret and manage conflicts within the workplace.	114226

PEOPLE MANAGEMENT	SAQA ID
Recruit and select candidates to fill defined positions.	11240
Lead people development and talent management.	252029
Monitor and evaluate team members against performance standards.	252034
Select and coach first-line managers.	252035

CHANGE MANAGEMENT	SAQA ID
Formulate recommendations for a change process.	252021
Create and manage an environment that promotes innovation.	252020
Apply a systems approach to decision making.	252026

COMMUNICATION IN BUSINESS CONSULTING	SAQA ID
Compose texts required in the business environment.	12153
Analyse and communicate workplace data.	8662
Apply workplace communication skills.	8647

FINANCIAL MANAGEMENT	SAQA ID
Apply mathematical analysis to economic and financial information.	252036
Manage the finances of a unit.	252040

BEST PRACTICE MANAGEMENT	SAQA ID
Evaluate current practices against best practice.	252024
Apply the principles of ethics to improve organisational culture.	252042
Apply the principles of knowledge management.	252044

RESULTS-BASED MANAGEMENT	SAQA ID
Develop, implement and evaluate an operational plan.	252032
Monitor, assess and manage risk.	252025
Develop, implement and evaluate a project plan.	252022

CONSULTING AS A PRODUCT	SAQA ID
Understand the business of consulting.	115404
Understand and apply the concept of the consulting service as a product.	115397

SALES IN CONSULTING	SAQA ID
Develop consulting service ethics.	115394
Know the client within a consulting contract.	115403
Apply the process of lead generation.	115399

WORK AS CONSULTANT UNDER SUPERVISION	SAQA ID
Apply and explain the generic business process and value chain model.	115395
Assist in researching the problem and the solution within a consulting context.	115402
Apply the principles of change management in the workplace.	115407

CUSTOMER SALES MANAGEMENT	SAQA ID
Identify product features, advantages and benefits to the customer.	10045
Close a deal with a customer.	10047
Develop customer needs and relationships.	10067

PROJECT MANAGEMENT SKILLS	SAQA ID
Contribute to project initiation, scope definition and scope change control.	120373
Identify, organise and co-ordinate project life-cycle phases for control purposes.	120372
Observe and record the findings of a business requirements gathering session.	115398
Populate documentation templates.	115412

ENTERPRISE RESOURCE PLANNING	SAQA ID
Apply and explain knowledge of the transactions within an ERP module.	115408
Assist in the configuration of an ERP module.	115411
Demonstrate and apply a basic knowledge of ERP solutions and modules.	115400

LEADERSHIP IN CUSTOMER SALES TEAM	SAQA ID
Analyse leadership and related theories in a work context.	120300
Build teams to achieve goals and objectives.	252037

REAL ESTATE COMMUNICATION	SAQA ID
Use the writing process to compose texts.	US12153
Write or present texts for a range of communicative contexts.	US119465 & 8970
Interpret and use information from texts.	US119457
Accommodate audience and context needs in oral communication.	US119472 & 8968
Read, analyse and respond to a variety of texts.	US119469
Write or present for a wide range of contexts.	US119459
Engage in oral communication and evaluate spoken text.	US119462
Interpret a variety of literary texts.	US119466

REAL ESTATE LEGISLATION	SAQA ID
Real estate code of conduct and ethics.	US246737
Legislation applicable to real estate practice.	US246733
The financial advisory and intermediary services act 2002 (FAIS) [Act 37 of 2002].	US242584
Money laundering legislation and accountable institutions.	US242593

REAL ESTATE MATHEMATICS	SAQA ID
Use Mathematics to investigate and monitor financial aspects.	US7468
Shape and motion in 2-and 3-dimensional space.	US9016

REAL ESTATE MATHEMATICS	SAQA ID
Statistics and probability.	US9015

REAL ESTATE BUSINESS ENVIRONMENT	SAQA ID
Understanding the real estate environment.	US246735
Apply business principles to real estate.	US246738
Real estate financing options.	US246734
Market, sell and lease property.	US246736
Develop administrative procedures.	US1010003
Viability of new venture opportunities.	US1151496
Manage self-development in real estate.	US246739
Motivate and build a team.	US242819

ETHICS & KNOWLEDGE MANAGEMENT	SAQA ID
Apply the principles of ethics to improve organisational culture.	252042
Apply the principles of knowledge management.	252044

RESULTS-BASED MANAGEMENT	SAQA ID
Develop, implement and evaluate an operational plan.	252032
Monitor, assess and manage risk.	252025
Develop, implement and evaluate a project plan.	252022



RELATIONSHIP MANAGEMENT	SAQA ID
Devise and apply strategies to establish and maintain workplace relationships.	252027
Manage a diverse work force to add value.	252043
Use communication techniques effectively.	12433



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COMPUTING NUMERACY	SAQA ID
Use mathematics to investigate and monitor financial aspects.	7456
Investigate life and work-related problems using data and probabilities.	9012
Calculate shape and motion in 2-and 3-dimensional space.	3013
Number bases and measurement units.	3010
Perform basic business calculations.	11241

SPREADSHEETS	SAQA ID
Create and edit spreadsheets.	116937
Tables and columns.	119078
Enhance the functionality and apply graphs or charts to a spreadsheet.	116943
Use a spreadsheet application to solve a given problem.	116940
Change the appearance of a spreadsheet.	258879

ICT IN THE BUSINESS ENVIRONMENT	SAQA ID
Concepts of ICT.	117925
Use generic computer functions.	258883
Work with simple databases.	116936
Work as a project team member.	10135
HIV/AIDS in a workplace.	13915

COMPUTING COMMUNICATION	SAQA ID
Present information in report format.	110023
Write or present texts for a range of communicative contexts.	119465 & 8970
Accommodate audience and context needs in oral communication.	119472 & 8968
Use language and communication in occupational learning programmes.	119467 & 8973

WORD PROCESSING	SAQA ID
Use a word processor to format documents.	117924
Review and create documents and create merged documents using a word processor.	258898
Use a word processor to create merged documents.	116942

RELATE BUSINESS PROBLEMS & IT SOLUTIONS	SAQA ID
Demonstrate an understanding of sort and search techniques used in computer programming.	115373
Explain the principles of business and the role of information technology.	114050
Test a computer program against a given specification.	115384

PROBLEM SOLVING: SYSTEMS DEVELOPMENT	SAQA ID
Apply information gathering techniques for computer system development.	115358
Demonstrate an understanding of advanced object-oriented programming.	115378
Create database access for a computer application using structured query language.	114048

INTERNET & E-MAIL	SAQA ID
The principles of the Internet and the World-Wide-Web.	115391
Use a web-browser to search the Internet.	116931
Use electronic mail to send and receive messages.	116945
Enhance, edit and organise electronic messages and research a computer topic.	116935 & 114076
Electronic messaging and calendar application.	258897

THE ROLE OF TECHNOLOGY IN A BUSINESS CONTEXT	SAQA ID
Apply the principles of designing computer system inputs and outputs.	115365
Demonstrate an understanding of computer database management systems.	114049
Produce documentation for a computer program to agreed standards.	115388
Demonstrate an understanding of estimating a unit of work and the implications of late delivery.	114059

IMPLICATIONS OF SYSTEMS DEVELOPMENT	SAQA ID
Demonstrate an understanding of the principles of the Internet and the World-Wide-Web.	115391
Apply principles of creating computer software by developing a complete programme to meet given business specifications.	115392

COMMUNICATE WITH IT STAFF & SYSTEM USERS	SAQA ID
Write a technical report.	116389
Use computer technology to research a computer topic.	114076
Analyse feedback contexts and apply constructive feedback techniques.	115431
Demonstrate an understanding of the principles of implementing and managing an e-Commerce website.	115385

COMMUNICATE WITH IT STAFF & SYSTEM USERS	SAQA ID
Demonstrate an awareness of ethics and professionalism for the computer industry in South Africa.	114055
Present information in a public setting.	13925
Conduct a technical practitioners meeting.	114051

PRINCIPLES OF CREATING COMPUTER SOFTWARE	SAQA ID
Demonstrate an understanding of the handling of error in a computer programming environment.	115359
Demonstrate logical problem solving and error detection techniques.	115367
Manage software development source files using appropriate tools.	115362

FUNDAMENTAL COMMUNICATION & ANALYSIS	SAQA ID
Conduct communication within a business environment.	10622
Manage and communicate requirements.	259278
Plan and monitor the business analysis process.	259280
Conduct an organisational needs analysis.	12138

REQUIREMENTS ANALYSIS	SAQA ID
Perform requirements analysis.	259277



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RAPID LEARNING COURSES

(derived from **W&R SETA** qualifications)

BASICS OF RETAIL BUSINESS	SAQA ID
Use mathematics to investigate and monitor the financial aspects of personal, business and national issues.	7456
Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts.	9013
Maintain a safe and secure environment in a retail business.	243807
Control cash in a small business.	242810

MERCHANDISING & SELLING IN A SMALL BUSINESS	SAQA ID
Merchandise products in a retail business.	243805
Analyse and respond to a variety of literary texts.	119458
Sell products to customers in a wholesale and retail outlet.	114900

SHRINKAGE MANAGEMENT	SAQA ID
Manage shrinkage and losses in a wholesale and retail unit.	255499

STOCK IN A SMALL BUSINESS	SAQA ID
Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations.	9010
Investigate life and work related problems using data and probabilities.	9012
Replenish stock in a retail business.	243804



OPERATIONS & CUSTOMER SERVICE IN A SMALL BUSINESS	SAQA ID
Run a small business.	243809
Deal with customers in a retail business.	243806
Behave in a professional manner in a business environment.	14359

DISCIPLINE MANAGEMENT	SAQA ID
Conduct a disciplinary hearing.	255514



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COURSE NAME	TOPICS
Time management and productivity	<ul style="list-style-type: none"> • Prioritise tasks and manage your time effectively • Use tools and techniques to boost personal productivity • Avoid burnout by maintaining a healthy work-life balance.
Emotional Intelligence at work	<ul style="list-style-type: none"> • Understand emotional intelligence • Practise self-awareness and self-management to boost emotional intelligence • Navigate interpersonal and professional relationships with emotional intelligence
Diversity and inclusion in the workplace	<ul style="list-style-type: none"> • Outline the role of diversity and inclusion in the workplace • Unpack discrimination and bias in the workplace • Use skills and strategies to foster diversity and inclusion at work
Effective teamwork and collaboration	<ul style="list-style-type: none"> • Understand teamwork dynamics • Collaborate effectively for organisational success • Navigate teamwork and collaboration barriers with communication and trust
Conflict management essentials	<ul style="list-style-type: none"> • Develop conflict awareness • Learn how to prevent conflict escalation • Use conflict resolution strategies effectively
Cybersecurity essentials	<ul style="list-style-type: none"> • Discuss the foundational concepts of cybersecurity • Discuss Artificial Intelligence (AI) and AI scams • Learn how to manage risk in the information age
Project management essentials	<ul style="list-style-type: none"> • Discuss project management and project management frameworks • Learn how to apply the basic principles of project planning, monitoring, controlling and closing • Develop skills and qualities that every project manager needs
Business Ethics and Professional Conduct	<ul style="list-style-type: none"> • Explore business ethics and ethical frameworks • Learn how to professionally conduct oneself and lead with integrity • Examine ethical culture, leadership, and decision-making
CV Writing and Job Application success	<ul style="list-style-type: none"> • Craft a powerful resume and write compelling cover letters • Optimise your online presence and network for success • Master the job application process
Interview preparation and skills	<ul style="list-style-type: none"> • Prepare for an interview effectively and make a strong first impression • Build confidence and reduce anxiety through practice • Follow up effectively after the interview and self-reflection



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