GTM - Gemini Training Material

The overall objective of Gemini Training Material is to provide training and development learning material solutions to clients in all of Africa in the form of standard, customised and public learning programmes / workshops.

Training/Learning material development services

We create learning / course material to assist training providers to gain accreditation for skills programmes (using individual unit standards) and for full qualifications. We have supplied material to various training providers that have successfully gained their accreditation, using our material.

The materials are created in individual unit standard and/or integrated learning modules in learning material sets. Each learning material set consists of the following:

- Learner Guide
- Learner Workbook (formative assessment)
- Learner Portfolio of Evidence Guide (summative assessment)
- Facilitator Guide with Memorandum
- Assessor Assessment Guide with Memorandum
- Assessor Feedback Document
- Moderation Plan, Guide and Report
- Programme Curriculum, Strategy and Alignment document
- Optional extra: PowerPoint slides can be created at an additional cost

Please note that we cannot sell "accredited training material" as the accreditation processes of the SETAs are linked to the individual training providers and the training provider's Quality Management System, rollout plans, etc. We can therefore only supply you with "**Accreditation Ready**" material and we undertake to correct the material to meet the requirements of the various SETAs, as the training provider goes through the accreditation process and receives feedback from the SETA verifier.

Gemini Training Material is an organisation specialising in the provision of workplace and business skills training materials. All of our learning programmes are outcomes based focused and aligned to the SAQA qualification and unit standard requirements.

We offer a business-to-business service of customising the learning programmes to meet our clients' specific training needs.

Our team of professional programme developers are supported by qualified facilitators, assessors and moderators, to ensure that the standard and customised programmes meet our clients' specific training and development needs. Course material developers are drawn from the top ranks of business, academia, the legal fraternity and other specialised areas. Only material developers with an excellent reputation in the market place are invited to join the company. Every course is a dynamic learning session of the required theory, practical application and motivational learning.

We endeavour to earn a reputation for excellence in the design and delivery of high quality training and development materials in all sectors of business.

Note: *All prices quoted are excluding VAT*

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Section 1: Single Unit Standards and Full Qualifications

We create material to assist training providers to gain accreditation for skills programmes (using individual unit standards) and for full qualifications. We have supplied material to various training providers that have successfully gained their accreditation, using our material.

Note: *All prices quoted are excluding VAT*

1.1 Developed Unit Standards - ready for sale

Various unit standard learning material packs may be purchased individually.

The materials are created in learning material sets. Each learning material set consists of the following MS Word documents:

- Learner Guide
- Learner Workbook (formative assessment)
- Learner Portfolio of Evidence Guide (summative assessment)
- Facilitator Guide with Memorandum
- Assessor Assessment Guide with Memorandum
- Assessor Feedback Document
- Moderation Plan, Guide and Report
- Programme Curriculum, Strategy and Alignment document
- Optional extra: PowerPoint slides can be created at an additional cost

The individual unit standard learning material packs are available for:

SAQA ID	Unit Standard Title	NQF	Credits	Price excl. VAT
7175	Provide customer service in a banking environment	Level 3	3	R 2 500.00
7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	Level 3	5	R 2 500.00
7465	Collect and use data to establish complex statistical and probability models and solve related problems	Level 4	5	R 3 000.00
7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	6	R 3 000.00
7469	Use mathematics to investigate and monitor the financial aspects of personal and community life	Level 2	2	R 2 000.00
7480	Demonstrate understanding of rational and irrational numbers and number systems	Level 2	3	R 2 000.00
7547	Operate a personal computer system	Level 2	6	R 2 000.00
7566	Operate personal computer peripherals	Level 2	3	R 2 000.00
7567	Produce and use spreadsheets for business	Level 3	5	R 2 500.00
7568	Demonstrate knowledge of and produce word processing documents using basic functions	Level 2	3	R 2 000.00
7570	Produce word processing documents for business	Level 3	5	R 2 500.00
7571	Demonstrate the ability to use electronic mail software to send and receive messages	Level 2	3	R 2 000.00
7573	Demonstrate ability to use the World Wide Web	Level 2	3	R 2 000.00
7575	Produce presentation documents for business	Level 3	5	R 2 500.00
7706	Maintain a Booking System	Level 3	2	R 2 500.00
7732	Prepare and clear areas for counter service	Level 2	1	R 2 000.00
7743	Accept and store food deliveries	Level 4	3	R 3 000.00
7785	Function in a business environment	Level 3	5	R 2 500.00
7790	Process incoming and outgoing telephone calls	Level 3	3	R 2 500.00
7791	Display cultural awareness in dealing with customers and colleagues	Level 4	4	R 3 000.00
7796	Maintain a secure working environment	Level 3	1	R 2 500.00
7800	Maintain health, hygiene and a professional appearance	Level 1	1	R 1 800.00
7836	Monitor customer satisfaction	Level 4	3	R 3 000.00
7860	Introduce new staff to the workplace	Level 3	1	R 2 500.00
8104	Operate and take care of equipment in an office environment	Level 2	2	R 2 000.00

SAQA ID	Unit Standard Title	NQF	Credits	Price excl. VAT
8420	Operate in a team	Level 2	4	R 2 000.00
8618	Organise oneself in the workplace	Level 2	3	R 2 000.00
8647	Apply workplace communication skills	Level 5	10	R 3 500.00
8962	Maintain and adapt oral communication [1st language]	Level 2	5	R 2 000.00
8963	Access and use information from texts [1st language]	Level 2	5	R 2 000.00
8964	Write for a defined context [1st language]	Level 2	5	R 2 000.00
8965	Respond to literary texts [1st language]	Level 2	5	R 2 000.00
8967	Use language and communication in occupational learning programmes [1st language]	Level 2	5	R 2 000.00
8968	Accommodate audience and context needs in oral communication [1st language]	Level 3	5	R 2 500.00
8968	Accommodate audience and context needs in oral communication [2nd language]	Level 3	5	R 2 500.00
8968	Accommodate audience and context needs in oral communication [Afrikaans]	Level 3	5	R 2 500.00
8969	Interpret and use information from texts [1st language]	Level 3	5	R 2 500.00
8969	Interpret and use information from texts [2nd language]	Level 3	5	R 2 500.00
8969	Interpret and use information from texts [Afrikaans]	Level 3	5	R 2 500.00
8970	Write texts for a range of communicative contexts [1st language]	Level 3	5	R 2 500.00
8970	Write texts for a range of communicative contexts [2nd language]	Level 3	5	R 2 500.00
8970	Write texts for a range of communicative contexts [Afrikaans]	Level 3	5	R 2 500.00
8972	Interpret a variety of literary texts [1st language]	Level 3	5	R 2 500.00
8972	Interpret a variety of literary texts [2nd language]	Level 3	5	R 2 500.00
8972	Interpret a variety of literary texts [Afrikaans]	Level 3	5	R 2 500.00
8973	Use language and communication in occupational learning programmes [1st language]	Level 3	5	R 2 500.00
8973	Use language and communication in occupational learning programmes [2nd language]	Level 3	5	R 2 500.00
8973	Use language and communication in occupational learning programmes [Afrikaans]	Level 3	5	R 2 500.00
8974	Engage in sustained oral communication and evaluate spoken texts	Level 4	5	R 3 000.00
8975	Read analyse and respond to a variety of texts	Level 4	5	R 3 000.00
8976	Write for a wide range of contexts	Level 4	5	R 3 000.00
8977	Evaluate literary texts	Level 4	5	R 3 000.00
8979	Use language and communication in occupational learning programmes	Level 4	5	R 3 000.00
9007	Work with a range of patterns and functions and solve problems	Level 2	5	R 2 000.00
9008	Identify, describe, compare, classify, explore shape and motion in 2-and 3-dimensional shapes in different contexts	Level 2	3	R 2 000.00
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	R 2 000.00
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	R 2 500.00
9012	Investigate life and work related problems using data and probabilities	Level 3	4	R 2 500.00
9013	Describe, apply, analyse and calculate shape and motion in 2- and 3-dimensional space in different contexts	Level 3	5	R 2 500.00
9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	6	R 3 000.00
9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 4	4	R 3 000.00
9244	Plan and conduct meetings	Level 4	4	R 3 000.00
9302	Access information in order to respond to client enquiries in a financial services environment	Level 3	2	R 2 500.00
9303	Communicate verbally with clients in a financial environment	Level 3	3	R 2 500.00

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SAQA ID	Unit Standard Title	NQF	Credits	Price excl. VAT
9357	Develop and use keyboard skills to enter text	Level 1	4	R 1 800.00
9506	Communicate in an assertive manner with clients and fellow workers	Level 4	4	R 3 000.00
9533	Use communication skills to handle and resolve conflict in the workplace	Level 3	3	R 2 500.00
9960	Communicate verbally and non-verbally in the workplace	Level 3	8	R 2 500.00
9964	Apply health and safety to a work area	Level 2	3	R 2 000.00
10006	Demonstrate an understanding of entrepreneurship and develop entrepreneurial qualities	Level 1	2	R 1 800.00
10007	Identify, analyse and select business opportunities	Level 1	3	R 1 800.00
10009	Demonstrate the ability to start and run a business and adapt to a changing business environment	Level 1	3	R 1 800.00
10022	Comply with organisational ethics	Level 4	4	R 3 000.00
10023	Identify internal and external stakeholders	Level 4	4	R 3 000.00
10044	Implement a generic communication strategy	Level 5	10	R 3 500.00
10047	Close a deal with a customer (in a Contact Centre)	Level 5	5	R 3 500.00
10064	Investigate and explain marketing communications concepts	Level 5	8	R 3 500.00
10067	Develop customer needs and relationships	Level 5	16	R 3 500.00
10135	Work as a project team member	Level 4	8	R 3 000.00
10140	Apply a range of project management tools	Level 4	8	R 3 000.00
10147	Supervise a project team of a technical project to deliver project objectives	Level 5	14	R 3 500.00
10170	Demonstrate understanding of employment relations in an organisation	Level 3	3	R 2 500.00
10255	Select, use and care for power tools	Level 2	5	R 2 000.00
10313	Comply with service levels as set out in a Contact Centre Operation	Level 4	10	R 3 000.00
10324	Describe features, advantages and benefits of a range of products or services	Level 4	6	R 3 000.00
10328	Implement and co-ordinate Contact Centre activities in a commercial environment	Level 4	18	R 3 000.00
10349	Input data received onto appropriate computer packages within a Contact Centre	Level 2	12	R 2 000.00
10350	Collect and record information queries and requests from customers	Level 2	8	R 2 000.00
10353	Meet performance standards within a Contact Centre	Level 2	6	R 2 000.00
10354	Contribute to a diverse working environment in a Contact Centre	Level 2	8	R 2 000.00
10388	Interpret basic financial statements	Level 4	3	R 3 000.00
10978	Recruit and select candidates to fill defined positions	Level 4	10	R 3 000.00
10983	Participate in the implementation and utilisation of equity related processes	Level 4	5	R 3 000.00
10985	Conduct a disciplinary hearing	Level 6	5	R 4 000.00
11235	Maintain effective working relationships with other members of staff	Level 3	1	R 2 500.00
11241	Perform basic business calculations	Level 3	6	R 2 500.00
11286	Institute disciplinary action	Level 5	8	R 3 500.00
11473	Manage individual and team performance	Level 4	8	R 3 000.00
12140	Recruit and select candidates to fill defined positions	Level 5	9	R 3 500.00
12153	Use the writing process to compose texts required in the business environment	Level 4	5	R 3 000.00
12154	Apply comprehension skills to engage oral texts in a business environment	Level 4	5	R 3 000.00
12155	Apply comprehension skills to engage written texts in a business environment	Level 4	4	R 3 000.00
12417	Measure, estimate & calculate physical quantities & explore, critique & prove geometrical relationships in 2 and 3 dimensional space in the life and workplace of adult with increasing responsibilities	Level 4	4	R 3 000.00
12433	Use communication techniques effectively	Level 5	8	R 3 500.00

SAQA ID	Unit Standard Title	NQF	Credits	Price excl. VAT
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	R 2 000.00
12466	Explain the individual's role within business	Level 2	4	R 2 000.00
12484	Perform basic fire fighting	Level 2	4	R 2 000.00
12537	Identify personal values and ethics in the workplace	Level 1	4	R 1 800.00
13176	Describe and discuss basic issues relating to the nature of business, the stakeholders in a business and business profitability	Level 1	3	R 1 800.00
13224	Monitor the application of safety, health and environmental protection procedures	Level 4	4	R 3 000.00
13235	Maintain the quality assurance system	Level 4	5	R 3 000.00
13322	Operate a note sorting machine	Level 3	12	R 2 500.00
13427	Solve note-processing operating problems to maintain efficiency of production process	Level 4	8	R 3 000.00
13872	Instil in myself a personal Contact Centre culture	Level 4	4	R 3 000.00
13873	Handle a range of customer complaints in Contact Centres	Level 4	4	R 3 000.00
13874	Work as a member of a Contact Centre Team	Level 4	5	R 3 000.00
13883	Apply out-bound Contact Centre Operations within a commercial environment	Level 3	8	R 2 500.00
13884	Apply in-bound and out-bound Contact Centre operations within an emergency context	Level 3	16	R 2 500.00
13911	Induct a new member into a team	Level 3	3	R 2 500.00
13912	Apply knowledge of self and team in order to develop a plan to enhance team performance	Level 3	5	R 2 500.00
13914	Conduct a formal meeting	Level 3	3	R 2 500.00
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	R 2 500.00
13916	Identify and keep the records that a team manager is responsible for keeping	Level 3	4	R 2 500.00
13917	Indicate the role of a team leader ensuring that a team meets an organisation`s standards	Level 3	6	R 2 500.00
13918	Manage time and the work process in a business environment	Level 3	4	R 2 500.00
13919	Investigate and explain the structure of a selected workplace or organisation	Level 3	10	R 2 500.00
13925	Present information in a public setting	Level 5	5	R 3 500.00
13928	Monitor and control reception area	Level 3	4	R 2 500.00
13929	Co-ordinate meetings, minor events & travel arrangements	Level 3	3	R 2 500.00
13930	Monitor and control the receiving and satisfaction of visitors	Level 3	4	R 2 500.00
13931	Monitor and control the maintenance of office equipment	Level 3	4	R 2 500.00
13932	Prepare and process documents for financial and banking processes	Level 3	5	R 2 500.00
13933	Plan, monitor and control an information system in a business environment	Level 3	3	R 2 500.00
13934	Plan and prepare meeting communications	Level 3	4	R 2 500.00
13935	Plan and conduct basic research in an office environment	Level 3	6	R 2 500.00
13937	Monitor and control office supplies	Level 3	2	R 2 500.00
13941	Apply the budget function in a business unit	Level 4	5	R 3 000.00
13943	Analyse new developments reported in the media that could impact on a business sector or industry	Level 4	10	R 3 000.00
13944	Describe the relationship of junior management to the general management function	Level 4	5	R 3 000.00
13945	Describe and apply the management of stock and fixed assets in a business unit	Level 4	2	R 3 000.00
13947	Motivate a team	Level 4	6	R 3 000.00
13948	Negotiate an agreement or deal in an authentic work situation	Level 4	5	R 3 000.00
13952	Demonstrate basic understanding of the Primary labour legislation that impacts on a business unit	Level 4	8	R 3 000.00

SAQA ID	Unit Standard Title	NQF	Credits	Price excl. VAT
13961	Demonstrate knowledge and use of hand operated fire fighting equipment	Level 2	4	R 2 000.00
13994	Identify and discuss different types of business and their legal implications	Level 1	4	R 1 800.00
13995	Demonstrate an understanding of contracts and their sources	Level 1	2	R 1 800.00
13999	Demonstrate an understanding of basic accounting practices	Level 1	4	R 1 800.00
14338	Attend to customer enquiries in an office setting	Level 2	2	R 2 000.00
14339	Identify and maintain the types of records required in own industry and understand why it is necessary to create evidence and maintain confidentiality	Level 2	5	R 2 000.00
14340	Maintain an existing information system in a business environment	Level 2	4	R 2 000.00
14341	Keep informed about current affairs related to one`s own industry	Level 2	4	R 2 000.00
14342	Manage time and work processes within a business environment	Level 2	4	R 2 000.00
14343	Investigate the structure of an organization as a workplace	Level 2	8	R 2 000.00
14344	Demonstrate an understanding of a selected business environment	Level 2	10	R 2 000.00
14346	Process numerical and text data in a business environment	Level 2	2	R 2 000.00
14348	Process incoming and outgoing telephone calls	Level 2	3	R 2 000.00
14349	Receive and execute instructions	Level 2	2	R 2 000.00
14352	Manage a diary for self and others	Level 2	4	R 2 000.00
14353	Conduct basic financial transactions	Level 2	3	R 2 000.00
14355	Order and distribute office supplies	Level 2	2	R 2 000.00
14357	Demonstrate an understanding of a selected business environment	Level 4	10	R 3 000.00
14359	Behave in a professional manner in a business environment	Level 2	5	R 2 000.00
14427	Select and supervise the use and maintenance of plant, equipment and tools	Level 4	10	R 3 000.00
14444	Demonstrate an understanding of a general business plan and adapt it to a selected business idea	Level 1	7	R 1 800.00
14534	Apply knowledge of community issues in relation to development projects	Level 3	4	R 2 500.00
14552	Contract service providers	Level 4	3	R 3 000.00
14656	Demonstrate an understanding of sexuality and sexually transmitted infections including HIV/AIDS	Level 1	5	R 1 800.00
14665	Interpret current affairs related to a specific business sector	Level 3	10	R 2 500.00
14667	Describe and apply the management functions of an organisation	Level 4	10	R 3 000.00
14734	Deal with customers	Level 5	8	R 3 500.00
14917	Explain computer architecture concepts	Level 4	7	R 3 000.00
14920	Participate in groups and/or teams to recommend solutions to problems	Level 4	3	R 3 000.00
14921	Describe the types of computer systems and associated hardware configurations	Level 4	6	R 3 000.00
14927	Apply problem solving strategies	Level 4	4	R 3 000.00
14936	Describe and install scanning systems	Level 4	3	R 3 000.00
14942	Demonstrate an understanding of computer network communication	Level 4	9	R 3 000.00
14944	Explain how data is stored on computers	Level 4	7	R 3 000.00
14963	Investigate the use of computer technology in an organisation	Level 4	6	R 3 000.00
14994	Demonstrate knowledge and understanding of insurable risk	Level 4	2	R 3 000.00
15091	Plan to manage one`s time	Level 1	3	R 1 800.00
15214	Recognise areas in need of change, make recommendations and implement change in the team, department or division	Level 5	3	R 3 500.00
15216	Create opportunities for innovation and lead projects to meet innovative ideas	Level 5	4	R 3 500.00
15217	Develop an organisational training and development plan	Level 5	7	R 3 500.00

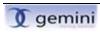| SAQA ID	Unit Standard Title	NQF	Credits	Price excl. VAT
15219	Develop and implement a strategy and action plans for a team, department or division	Level 5	4	R 3 500.00
15220	Set, monitor and measure the achievement of goals and objectives for a team, department or division within an organisation	Level 5	4	R 3 500.00
15221	Provide information and advice regarding skills development and related issues	Level 5	4	R 3 500.00
15224	Empower team members through recognising strengths, encouraging participation in decision making & delegating results	Level 5	4	R 3 500.00
15228	Advise on the establishment and implementation of a quality management system for skills development practices in an organisation	Level 5	10	R 3 500.00
15232	Coordinate planned skills development interventions in an organisation	Level 5	6	R 3 500.00
15234	Apply efficient time management to the work of a department/division/section	Level 5	4	R 3 500.00
15235	Prepare and conduct staff selection interviews	Level 5	3	R 3 500.00
15236	Apply financial analysis	Level 5	4	R 3 500.00
15238	Devise and apply strategies to establish and maintain relationships	Level 5	3	R 3 500.00
109999	Manage service providers in a selected organisation	Level 4	5	R 3 000.00
110003	Develop administrative procedures in a selected organisation	Level 4	8	R 3 000.00
110009	Manage administration records	Level 4	4	R 3 000.00
110021	Achieve personal effectiveness in business environment	Level 4	6	R 3 000.00
110023	Present information in report format	Level 4	6	R 3 000.00
110026	Describe and assist in the control of fraud in an office environment	Level 4	4	R 3 000.00
110064	Contribute to the health, safety and security of the workplace	Level 2	4	R 2 000.00
110082	Understand the impact of customer service on a business	Level 1	6	R 1 800.00
110083	Process, analyse and communicate numerical data	Level 1	4	R 1 800.00
110295	Arrange a Public Relations / Communication event	Level 4	5	R 3 000.00
110466	Clean wards and medium-risk, high-risk and isolation patient areas	Level 2	8	R 2 000.00
110502	Demonstrate and apply knowledge and understanding of the roles, function and responsibilities of the main stakeholders and role players in local economic development	Level 4	4	R 3 000.00
113836	Apply basic computer technology	Level 3	11	R 2 500.00
113852	Apply occupational health, safety and environmental principles	Level 3	10	R 2 500.00
113909	Coach a team member in order to enhance individual performance in work environment	Level 3	5	R 2 500.00
113924	Apply basic business ethics in a work environment	Level 2	2	R 2 000.00
113955	Apply the Batho Pele principles to own work role and context	Level 3	4	R 2 500.00
113960	Demonstrate and apply knowledge of the ethical standards in the Public Sector	Level 4	4	R 3 000.00
114052	Demonstrate appropriate customer care in the context of IT support, according to a Service Level Agreement	Level 5	8	R 3 500.00
114056	Describe enterprise systems management and its role in IT systems support	Level 5	3	R 3 500.00
114076	Use computer technology to research a computer topic MS Internet Explorer	Level 4	3	R 3 000.00
114209	Apply Return on Investment (ROI) theory and practice to a business unit *Either Management or Marketing focussed*	Level 4	6	R 3 000.00
114215	Mentor a colleague to enhance the individual`s knowledge, skills, values and attitudes in a selected career path	Level 4	3	R 3 000.00
114226	Interpret and manage conflicts within the workplace	Level 5	8	R 3 500.00
114274	Demonstrate & apply an understanding of the Basic Conditions of Employment Act (Act 75 of 1997)	Level 5	8	R 3 500.00
114584	Finance a new venture	Level 4	6	R 3 000.00
114585	Plan strategically to improve business performance	Level 4	4	R 3 000.00

SAQA ID	Unit Standard Title	NQF	Credits	Price excl. VAT
114589	Manage time productively	Level 4	4	R 3 000.00
114592	Produce business plans for a new venture	Level 4	8	R 3 000.00
114593	Tender to secure business for a new venture	Level 4	5	R 3 000.00
114596	Research the viability of new venture ideas/opportunities	Level 4	5	R 3 000.00
114600	Apply innovative thinking to the development of a small business	Level 4	4	R 3 000.00
114623	Select, inspect, use and maintain measurement, test and calibration equipment	Level 3	8	R 2 500.00
114749	Maintain an Automated Teller Machine (ATM)	Level 4	4	R 3 000.00
114805	Manage general administration	Level 4	4	R 3 000.00
114828	Prepare for and perform a facial consultancy service	Level 3	5	R 2 500.00
114873	Apply basic financial procedures to PFMA principles	Level 5	3	R 3 500.00
114877	Formulate and implement an action plan to improve productivity within an organisational unit	Level 4	8	R 3 000.00
114889	Record transactions	Level 2	8	R 2 000.00
114890	Perform office functions in a wholesale and retail outlet	Level 2	4	R 2 000.00
114891	Count stock for a stocktake (in a retail / wholesale outlet)	Level 2	5	R 2 000.00
114892	Dispatch stock (in a retail / wholesale outlet)	Level 3	10	R 2 500.00
114893	Pack customer purchases at point of sales	Level 2	3	R 2 000.00
114894	Process payment at a Point of Sales (POS)	Level 2	10	R 2 000.00
114895	Define the core concepts of the wholesale and retail environment	Level 2	10	R 2 000.00
114896	Receive stock (in a retail / wholesale outlet)	Level 3	12	R 2 500.00
114900	Sell products to customers in a Wholesale and Retail outlet	Level 3	12	R 2 500.00
114902	Operate a computer in a Wholesale/Retail outlet	Level 2	6	R 2 000.00
114903	Interact with customers	Level 2	8	R 2 000.00
114906	Mark merchandise and maintain displays	Level 2	10	R 2 000.00
114911	Resolve customer queries / complaints (in retail)	Level 3	8	R 2 500.00
114912	Maintain a safe and secure wholesale and retail environment	Level 2	10	R 2 000.00
114916	Use labour intensive construction methods to construct and maintain roads and stormwater drainage	Level 2	8	R 2 000.00
114924	Demonstrate understanding of the outcomes-based education and training approach within the context of a National Qualifications Framework	Level 5	5	R 3 500.00
114941	Apply knowledge of HIV/AIDS to a specific business sector and a workplace	Level 3	4	R 2 500.00
114959	Behave in a professional manner in a business environment	Level 2	4	R 2 000.00
114960	Investigate the need to provide financially for own retirement	Level 3	3	R 2 500.00
114974	Apply the basic skills of customer service	Level 2	2	R 2 000.00
114979	Operate a computer workstation in a business environment	Level 3	2	R 2 500.00
115074	Engage in short conversations with a Deaf person on a familiar topic using SASL	Level 4	6	R 3 000.00
115079	Perform everyday communicative tasks using South African Sign Language (SASL)	Level 4	4	R 3 000.00
115091	Monitor compliance to safety, health and environmental requirements in a workplace	Level 2	2	R 2 000.00
115208	Establish the basic principles of fundraising	Level 4	5	R 3 000.00
115215	Analyse the fundraising strategies of a successful non-profit organisation	Level 4	7	R 3 000.00
115384	Test a computer program against a given specification	Level 5	6	R 3 500.00
115391	Demonstrate an understanding of the principles of the internet and the world-wide-web MS Internet Explorer	Level 4	3	R 3 000.00
115407	Apply the principles of change management in the workplace	Level 5	10	R 3 500.00
115498	Resolve client requests and queries	Level 4	4	R 3 000.00
115500	Inform client of planned process and follow-up on requests	Level 4	4	R 3 000.00

SAQA ID	Unit Standard Title	NQF	Credits	Price excl. VAT
115753	Conduct outcomes-based assessment	Level 5	15	R 3 500.00
115755	Design and develop outcomes-based assessments	Level 6	10	R 4 000.00
115759	Conduct moderation of outcomes-based assessments	Level 6	10	R 4 000.00
115789	Sustain oral interaction across a wide range of contexts and critically evaluate spoken texts	Level 5	5	R 3 500.00
115790	Write and present for a wide range of purposes, audiences and contexts	Level 5	5	R 3 500.00
115792	Access, process, adapt and use data from a wide range of texts	Level 5	5	R 3 500.00
115803	Explain complex processes to Deaf individuals and groups of Deaf people, using South African Sign Language (SASL)	Level 5	3	R 3 500.00
115813	Hold conversations with Deaf individuals and groups of Deaf people on an unfamiliar topic using South African Sign Language (SASL)	Level 5	6	R 3 500.00
115814	Paraphrase and summarise signed monologues on familiar topics using South African Sign Language (SASL)	Level 5	4	R 3 500.00
115821	Apply business financial practices	Level 5	4	R 3 500.00
115823	Gather and manage information for decision-making	Level 5	5	R 3 500.00
115855	Create, maintain & update record keeping systems	Level 5	5	R 3 500.00
115857	Explain marketing for SMMEs	Level 5	6	R 3 500.00
116380	Supervise workers at levels 2 and 3	Level 4	6	R 3 000.00
116394	Implement and manage human resource and labour relations policies and acts	Level 5	9	R 3 500.00
116483	Apply moral decision making and problem solving strategies	Level 3	6	R 2 500.00
116720	Show understanding of diversity in the workplace	Level 3	3	R 2 500.00
116927	Apply the principles of employment equity to organisational transformation	Level 5	10	R 3 500.00
116928	Manage diversity in the workplace	Level 5	14	R 3 500.00
116929	Recognise the transformative elements of South Africa's Human Resources Development legislation	Level 5	10	R 3 500.00
116930	Use a Graphical User Interface (GUI)-based presentation application to enhance presentation appearance MS PowerPoint 2007 or 2013	Level 3	5	R 2 500.00
116931	Use a Graphical User Interface (GUI)-based web-browser to search the Internet MS Internet Explorer	Level 2	4	R 2 000.00
116932	Operate a personal computer system MS Windows XP or 7	Level 1	3	R 1 800.00
116933	Use a Graphical User Interface (GUI)-based presentation application to create and edit slide presentations MS PowerPoint 2010 or 2013	Level 1	3	R 1 800.00
116935	Enhance, edit and organise electronic messages using a Graphical User Interface (GUI)-based messaging application MS Outlook 2010 or 2013	Level 2	2	R 2 000.00
116936	Use a Graphical User Interface (GUI)-based database application to work with simple databases MS Access 2010 or 2013	Level 3	3	R 2 500.00
116937	Use a Graphical User Interface (GUI)-based spreadsheet application to create and edit spreadsheets MS Excel 2010 or 2013	Level 2	4	R 2 000.00
116938	Use a Graphical User Interface (GUI)-based word processor to create and edit documents MS Word 2010 or 2013	Level 1	4	R 1 800.00
116940	Use a Graphical User Interface (GUI)-based spreadsheet application to solve a given problem MS Excel 2010 or 2013	Level 3	6	R 2 500.00
116942	Use a GUI-based word processor to create merged documents MS Word 2010 or 2013	Level 3	3	R 2 500.00
116943	Using a Graphical User Interface (GUI)-based spreadsheet application, enhance the functionality and apply graph /charts to a spreadsheet MS Excel 2010 or 2013	Level 4	3	R 3 000.00
116945	Use electronic mail to send and receive messages MS Outlook 2010 or 2013	Level 2	2	R 2 000.00

SAQA ID	Unit Standard Title	NQF	Credits	Price excl. VAT
116949	Establish how a value system underpins organisational transformation	Level 5	12	R 3 500.00
117029	Provide care to a frail person	Level 1	12	R 1 800.00
117111	Apply knowledge of basic accounting principles to financial services	Level 3	4	R 2 500.00
117156	Interpret basic financial statements	Level 4	4	R 3 000.00
117513	Use knowledge of self to make a life decision in the creative world	Level 4	5	R 3 000.00
117558	Write scripts for an audio visual medium	Level 5	10	R 3 500.00
117730	Describe the alignment of the business system to the business strategy and objectives	Level 4	4	R 3 000.00
117731	Demonstrate an understanding of cultural awareness in the workplace	Level 3	4	R 2 500.00
117853	Conduct negotiations to deal with conflict situations	Level 5	8	R 3 500.00
117865	Assist and support learners to manage their learning experiences	Level 4	5	R 3 000.00
117867	Managing files in a Graphical User Interface (GUI) environment MS Windows XP or Windows 7	Level 1	3	R 1 800.00
117870	Conduct targeted training and development using given methodologies	Level 4	10	R 3 000.00
117871	Facilitate learning using a variety of given methodologies	Level 5	10	R 3 500.00
117874	Guide learners about their learning, assessment and recognition opportunities	Level 5	6	R 3 500.00
117877	Perform one-to-one training on the job	Level 3	4	R 2 500.00
117887	Complete basic business calculations	Level 2	5	R 2 000.00
117891	Dispatch stock from a distribution centre (DC/Warehouse)	Level 3	12	R 2 500.00
117892	Maintain a safe and secure environment in a distribution centre	Level 2	12	R 2 000.00
117897	Maintain stock balances	Level 3	8	R 2 500.00
117898	Move, pack and maintain stock in a distribution centre / warehouse	Level 2	12	R 2 000.00
117899	Pick stock in a distribution centre/warehouse	Level 2	12	R 2 000.00
117900	Plan self-development	Level 2	10	R 2 000.00
117901	Receive stock in a DC/Warehouse	Level 3	15	R 2 500.00
117902	Use generic functions in a Graphical User Interface (GUI)-environment MS Windows XP or Windows 7	Level 1	4	R 1 800.00
117923	Use a Graphical User Interface (GUI)-based presentation application to prepare and produce a presentation according to a given brief MS PowerPoint 2010 or 2013	Level 2	5	R 2 000.00
117924	Use a Graphical User Interface (GUI)-based word processor to format documents MS Word 2010 or 2013	Level 2	5	R 2 000.00
117925	Describe the concepts of Information and Communication Technology (ICT) and the use of its components in a healthy and safe manner	Level 2	3	R 2 000.00
117928	Describe the application and effect of Information and Communication Technologies (ICT) on society	Level 4	5	R 3 000.00
118028	Supervise customer service standards	Level 4	8	R 3 000.00
118029	Supervise housekeeping and hygiene in a store	Level 4	6	R 3 000.00
118030	Supervise P.O.S. Operations	Level 4	8	R 3 000.00
118033	Supervise promotional activities	Level 4	8	R 3 000.00
118037	Supervise sales performance	Level 4	8	R 3 000.00
118043	Supervise stock counts	Level 4	8	R 3 000.00
118045	Supervise implementation of loss control measures	Level 4	8	R 3 000.00
119078	Use a GUI-based word processor to enhance a document through the use of tables and columns MS Word 2010 or 2013	Level 3	5	R 2 500.00
119153	Apply and implement corporate culture	Level 3	2	R 2 500.00

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SAQA ID	Unit Standard Title	NQF	Credits	Price excl. VAT
119274	Select learning support materials and assistive technology for inclusive settings	Level 4	12	R 3 000.00
119342	Apply knowledge of ethical principles, standards and professional conduct in public sector management and administration	Level 5	8	R 3 500.00
119362	Work with numbers; operations with numbers and relationships between numbers	Level 1	4	R 1 800.00
119368	Describe, interpret and represent mathematical patterns, functions and algebra in different contexts	Level 1	6	R 1 800.00
119373	Describe and represent objects in terms of shape, space and measurement	Level 1	5	R 1 800.00
119454	Maintain and adapt oral/signed communication	Level 2	5	R 2 000.00
119456	Write/present for a defined context	Level 2	5	R 2 000.00
119457	Interpret and use information from texts [1st language]	Level 3	5	R 2 500.00
119457	Interpret and use information from texts [2nd language]	Level 3	5	R 2 500.00
119457	Interpret and use information from texts [Afrikaans]	Level 3	5	R 2 500.00
119459	Write/present/sign for a wide range of contexts	Level 4	5	R 3 000.00
119460	Use language and communication in occupational learning programmes	Level 2	5	R 2 000.00
119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	Level 4	5	R 3 000.00
119463	Access and use information from texts	Level 2	5	R 2 000.00
119465	Write/present/sign texts for a range of communicative contexts [1st language]	Level 3	5	R 2 500.00
119465	Write/present/sign texts for a range of communicative contexts [2nd language]	Level 3	5	R 2 500.00
119465	Write/present/sign texts for a range of communicative contexts [Afrikaans]	Level 3	5	R 2 500.00
119466	Interpret a variety of literary texts [1st language]	Level 3	5	R 2 500.00
119467	Use language and communication in occupational learning programmes [1st language]	Level 3	5	R 2 500.00
119467	Use language and communication in occupational learning programmes [2nd language]	Level 3	5	R 2 500.00
119467	Use language and communication in occupational learning programmes [Afrikaans]	Level 3	5	R 2 500.00
119469	Read/view, analyse and respond to a variety of texts	Level 4	5	R 3 000.00
119471	Use language and communication in occupational learning programmes	Level 4	5	R 3 000.00
119472	Accommodate audience and context needs in oral/signed communication [1st language]	Level 3	5	R 2 500.00
119472	Accommodate audience and context needs in oral/signed communication [2ndlanguage]	Level 3	5	R 2 500.00
119472	Accommodate audience and context needs in oral/signed communication [Afrikaans]	Level 3	5	R 2 500.00
119554	Apply environmental management tools to assess impacts	Level 2	5	R 2 000.00
119567	Perform basic life support and first aid procedures (first aid)	Level 1	5	R 1 800.00
119631	Explore and use a variety of strategies to learn	Level 1	5	R 1 800.00
119635	Engage in a range of speaking/signing and listening interactions for a variety of purposes	Level 1	6	R 1 800.00
119636	Write/Sign for a variety of different purposes	Level 1	6	R 1 800.00
119640	Read/view and respond to a range of text types	Level 1	6	R 1 800.00
119666	Determine financial requirements of a new venture	Level 2	8	R 2 000.00
119667	Identify the composition of a selected new venture's industry/sector and its procurement systems	Level 2	8	R 2 000.00
119668	Manage business operations	Level 2	8	R 2 000.00
119669	Match new venture opportunity to market needs	Level 2	6	R 2 000.00
119670	Produce a business plan for a new venture	Level 2	8	R 2 000.00
119671	Administer contracts for a selected new venture	Level 3	10	R 2 500.00
119672	Manage marketing and selling processes of a new venture	Level 2	7	R 2 000.00
119673	Identify and demonstrate entrepreneurial ideas and opportunities	Level 2	7	R 2 000.00

SAQA ID	Unit Standard Title	NQF	Credits	Price excl. VAT
119674	Manage finances for a new venture	Level 2	10	R 2 000.00
119676	Apply the skills of customer care in a specific work environment	Level 4	4	R 3 000.00
119712	Tender for business or work in a selected new venture	Level 3	8	R 2 500.00
119713	Apply basic HR principles in a new venture	Level 3	4	R 2 500.00
119939	Conduct negotiations in labour mediation	Level 5	6	R 3 500.00
119964	Understand and apply a problem-solving technique	Level 2	2	R 2 000.00
120300	Analyse leadership and related theories in a work context	Level 5	8	R 3 500.00
120305	Analyse the role that emotional intelligence plays in leadership	Level 5	8	R 3 500.00
120308	Apply knowledge of self in order to make a personal decision	Level 2	3	R 2 000.00
120311	Apply visionary leadership to develop strategy	Level 5	10	R 3 500.00
120330	Conduct a continuous risk assessment in a workplace	Level 3	4	R 2 500.00
120337	Demonstrate knowledge pertaining to the preparation, conducting, recording and follow-up actions of a planned task observation in a working place	Level 3	2	R 2 500.00
120362	Monitor, report and make recommendations pertaining to specified requirements in terms of working at heights	Level 3	4	R 2 500.00
120372	Explain fundamentals of project management	Level 4	5	R 3 000.00
120373	Contribute to project initiation, scope definition and scope change control	Level 4	9	R 3 000.00
120374	Contribute to the management of project risk within own field of expertise	Level 4	5	R 3 000.00
120375	Participate in the estimation and preparation of cost budget for a project or sub project and monitor and control actual cost against budget	Level 4	6	R 3 000.00
120376	Conduct project documentation management to support project processes	Level 4	6	R 3 000.00
120378	Support the project environment and activities to deliver project objectives	Level 5	14	R 3 500.00
120379	Work as a project team member	Level 4	8	R 3 000.00
120381	Implement project administration processes according to requirements	Level 4	5	R 3 000.00
120382	Plan, organise and support project meetings and workshops	Level 4	4	R 3 000.00
120383	Provide assistance in implementing and assuring project work meets quality requirements	Level 3	6	R 2 500.00
120384	Develop a simple schedule to facilitate effective project execution	Level 4	8	R 3 000.00
120385	Apply a range of project management tools and techniques	Level 4	7	R 3 000.00
120387	Monitor, evaluate and communicate simple project schedules	Level 4	4	R 3 000.00
120388	Supervise a project team of a small project to deliver project objectives	Level 5	14	R 3 500.00
120389	Explain and apply the concept, principles and theories of motivation in a leadership context	Level 4	6	R 3 000.00
120390	Develop and apply a service culture to a leadership role	Level 4	8	R 3 000.00
120391	Apply leadership skills to relationship management	Level 4	8	R 3 000.00
120392	Apply the concept and principles of knowledge management to leadership	Level 4	8	R 3 000.00
120393	Explain and apply legislation and policies applicable to leadership in a specific sector or context	Level 5	10	R 3 500.00
120394	Apply communication principles, strategies and processes in a leadership role	Level 4	6	R 3 000.00
120496	Provide risk-based primary emergency care/first aid in the workplace (first aid)	Level 2	5	R 2 000.00
123372	Use appropriate tools and information systems to manage own information and communication	Level 4	4	R 3 000.00
123394	Develop outcomes-based learning programmes	Level 5	10	R 3 500.00
123396	Define target audience profiles and skills gaps	Level 4	6	R 3 000.00
123397	Evaluate a learning intervention using given evaluation instruments	Level 5	10	R 3 500.00
229994	Assess a worksite for work at height and prepare a fall protection plan	Level 4	3	R 3 000.00

SAQA ID	Unit Standard Title	NQF	Credits	Price excl. VAT
229995	Install, use and perform basic rescues from fall arrest systems and implement the fall protection plan	Level 2	3	R 2 000.00
229998	Explain and perform fall arrest techniques when working at height	Level 1	2	R 1 800.00
230000	Perform a limited range of rope access tasks and rescues	Level 2	6	R 2 000.00
230448	Contribute towards organisation policy development	Level 5	8	R 3 500.00
242655	Demonstrate knowledge and application of ethical conduct in a business environment	Level 4	4	R 3 000.00
242668	Demonstrate knowledge and application of the Occupational Health and Safety Act, 85 of 1993 (OHSA) (as amended) and the responsibilities of management in terms of the Act	Level 4	4	R 3 000.00
242766	Demonstrate knowledge and understanding of operating regulations for high voltage systems	Level 5	8	R 3 500.00
242810	Manage Expenditure against a budget	Level 4	6	R 3 000.00
242811	Prioritise time and work for self and team	Level 4	5	R 3 000.00
242812	Induct a member into a team	Level 3	4	R 2 500.00
242813	Explain the contribution made by own area of responsibility to the overall organisational strategy	Level 4	5	R 3 000.00
242814	Identify and explain the core and support functions of an organisation	Level 3	6	R 2 500.00
242815	Apply the organisation's code of conduct in a work environment	Level 4	5	R 3 000.00
242816	Conduct a structured meeting	Level 4	5	R 3 000.00
242817	Solve problems, make decisions and implement solutions	Level 4	8	R 3 000.00
242818	Describe the relationship of junior management to other roles	Level 4	5	R 3 000.00
242819	Motivate and Build a Team	Level 4	10	R 3 000.00
242820	Maintain records for a team	Level 3	4	R 2 500.00
242821	Identify responsibilities of a team leader in ensuring that organisational standards are met	Level 4	6	R 3 000.00
242822	Employ a systematic approach to achieving objectives	Level 4	10	R 3 000.00
242824	Apply leadership concepts in a work context	Level 4	12	R 3 000.00
242829	Monitor the level of service to a range of customers	Level 4	5	R 3 000.00
242840	Make oral presentations	Level 4	2	R 3 000.00
242867	Advise, capacitate and contract service providers	Level 5	8	R 3 500.00
242999	Respond to and clean up a spill	Level 4	4	R 3 000.00
243189	Manage personal finances	Level 1	8	R 1 800.00
243193	Practice good health and grooming habits	Level 1	4	R 1 800.00
243672	Maintain the stockroom	Level 3	10	R 2 500.00
243673	Identify the role of the fast moving consumer goods merchandiser in the wholesale and retail industry	Level 2	8	R 2 000.00
243676	Source and collect products for resale	Level 2	12	R 2 000.00
243679	Recommend orders for clients in a fast moving consumer goods environment	Level 3	8	R 2 500.00
243680	Take orders from customers	Level 3	12	R 2 500.00
243681	Uplift stock for return	Level 3	5	R 2 500.00
243712	Address customer queries in a wholesale environment	Level 3	10	R 2 500.00
243804	Replenish stock in a retail business	Level 3	12	R 2 500.00
243805	Merchandise products in a retail business	Level 3	12	R 2 500.00
243806	Deal with customers in a retail business	Level 3	8	R 2 500.00
243809	Run a small business	Level 3	12	R 2 500.00
243810	Control cash in a small business	Level 3	12	R 2 500.00
243954	Understand the need for cultural awareness in dealing with customers and colleagues	Level 4	4	R 3 000.00
244283	Facilitate the development, implementation and maintenance of a Safety, Health and Environment management system	Level 5	10	R 3 500.00
244365	Lift and move material and equipment by means of a forklift	Level 2	3	R 2 000.00

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SAQA ID	Unit Standard Title	NQF	Credits	Price excl. VAT
244383	Conduct continuous hazard identification and risk assessment within a workplace – mining environment	Level 2	2	R 2 000.00
244449	Plan, organise, lead and control activities	Level 3	10	R 2 500.00
244478	Manage an Early Childhood Development service	Level 5	5	R 3 500.00
244560	Present advertising ideas	Level 5	7	R 3 500.00
244572	Describe how to manage workplace relationships	Level 3	3	R 2 500.00
244574	Apply knowledge of HIV/AIDS to a specific business sector and a workplace	Level 3	4	R 2 500.00
244580	Develop advertising activity specifications	Level 5	15	R 3 500.00
244589	Identify causes of stress and techniques to manage it in the workplace	Level 3	2	R 2 500.00
244608	Demonstrate ability to lead a team or group	Level 2	3	R 2 000.00
244611	Apply problem-solving techniques to make a decision or solve a problem in a real life context	Level 3	2	R 2 500.00
244612	Write advertising copy	Level 5	15	R 3 500.00
244613	Select information for advertising assignments	Level 5	10	R 3 500.00
244616	Recommend resources for advertising assignments	Level 5	15	R 3 500.00
246758	Demonstrate and apply understanding of the main issues of responsible tourism	Level 4	5	R 3 000.00
251960	Identify and describe disaster related risks and threatening situations utilising basic disaster management concepts and indigenous knowledge	Level 3	6	R 2 500.00
252020	Create and manage an environment that promotes innovation	Level 5	6	R 3 500.00
252021	Formulate recommendations for a change process	Level 5	8	R 3 500.00
252022	Develop, implement and evaluate a project plan	Level 5	8	R 3 500.00
252024	Evaluate current practices against best practice	Level 5	4	R 3 500.00
252025	Monitor, assess and manage risk	Level 5	8	R 3 500.00
252026	Apply a systems approach to decision making	Level 5	6	R 3 500.00
252027	Devise and apply strategies to establish and maintain workplace relationships	Level 5	6	R 3 500.00
252029	Lead people development and talent management	Level 5	8	R 3 500.00
252031	Apply the principles and concepts of emotional intelligence to the management of self and others	Level 5	4	R 3 500.00
252032	Develop, implement and evaluate an operational plan	Level 5	8	R 3 500.00
252034	Monitor and evaluate team members against performance standards	Level 5	8	R 3 500.00
252035	Select and coach first line managers	Level 5	8	R 3 500.00
252036	Apply mathematical analysis to economic and financial information	Level 5	6	R 3 500.00
252037	Build teams to achieve goals and objectives	Level 5	6	R 3 500.00
252040	Manage the finances of a unit	Level 5	8	R 3 500.00
252041	Promote a learning culture in an organisation	Level 5	5	R 3 500.00
252042	Apply the principles of ethics to improve organisational culture	Level 5	5	R 3 500.00
252043	Manage a diverse work force to add value	Level 5	6	R 3 500.00
252044	Apply the principles of knowledge management	Level 5	6	R 3 500.00
252170	Apply the principles of customer care in client interactions	Level 4	5	R 3 000.00
252191	Identify internal and external stakeholders	Level 4	4	R 3 000.00
252193	Identify potential and existing customers of the business	Level 4	4	R 3 000.00
252194	Meet marketing performance standards	Level 4	4	R 3 000.00
252195	Identify expertise and resources	Level 4	3	R 3 000.00
252196	Describe features, advantages and benefits of products and services	Level 4	4	R 3 000.00
252197	Identify and use marketing resources to meet objectives	Level 4	4	R 3 000.00
252201	Apply marketing team work strategies	Level 4	4	R 3 000.00
252202	Deal with brand, product and service promotions	Level 4	4	R 3 000.00

SAQA ID	Unit Standard Title	NQF	Credits	Price excl. VAT
252203	Demonstrate an understanding of the target market	Level 4	4	R 3 000.00
252204	Monitor marketing information flow and collect and process marketing data	Level 4	4	R 3 000.00
252206	Demonstrate an understanding of product positioning	Level 4	4	R 3 000.00
252207	Attend briefing and return work on deadline	Level 4	7	R 3 000.00
252209	Instil in oneself a personal marketing culture	Level 4	4	R 3 000.00
252210	Handle a range of customer complaints	Level 4	4	R 3 000.00
252211	Demonstrate an understanding of the competitive environment and product positioning	Level 4	6	R 3 000.00
252214	Conduct follow-up with customers to evaluate satisfaction levels	Level 4	6	R 3 000.00
252216	Comply with legal requirements and organisational and professional codes of conduct	Level 4	4	R 3 000.00
252217	Comply with organisational ethics	Level 4	4	R 3 000.00
252218	Liaise with a range of customers of a business	Level 4	4	R 3 000.00
252219	Describe and apply conceptual processes in a marketing communication context	Level 5	8	R 3 500.00
252250	Apply fire fighting techniques	Level 1	3	R 1 800.00
252457	Combat soil erosion	Level 2	8	R 2 000.00
252492	Develop inclusive learning programmes that enable participation of learners experiencing barriers to learning and development	Level 5	10	R 3 500.00
253965	Apply basic conservation management planning	Level 5	4	R 3 500.00
255499	Manage shrinkage and losses in a wholesale and retail unit	Level 5	12	R 3 500.00
255514	Conduct a disciplinary hearing	Level 5	15	R 3 500.00
256134	Engage in directed planning behaviour	Level 1	8	R 1 800.00
256154	Interpret and implement instructions	Level 1	8	R 1 800.00
256523	Apply knowledge of legislation regarding dangerous goods and substances conveyed by road	Level 4	4	R 3 000.00
258126	Apply facilities management principles	Level 5	8	R 3 500.00
258155	Explain the factors that impact on the bottom line of a Wholesale and Retail unit	Level 3	10	R 2 500.00
258156	Build customer relations in an operational unit	Level 3	10	R 2 500.00
258157	Explain the processing of transactions in a wholesale and retail outlet	Level 2	6	R 2 000.00
258158	Advise on and promote skin care products in a retail environment	Level 3	5	R 2 500.00
258160	Demonstrate knowledge of products in own area of operation in a Wholesale and Retail environment	Level 3	8	R 2 500.00
258161	Apply theft, fraud and safety controls in a Wholesale and Retail outlet	Level 3	8	R 2 500.00
258162	Sell products to customers in a wholesale and retail outlet	Level 3	12	R 2 500.00
258175	Break bulk, pack and label stock	Level 2	8	R 2 000.00
258176	Advise on and promote colour cosmetic products in a retail environment	Level 3	3	R 2 500.00
258178	Advise on and promote hair care products in a retail environment	Level 3	3	R 2 500.00
258179	Advise on and promote nail care products in a retail environment	Level 3	3	R 2 500.00
258215	Present a visual display in a wholesale or retail outlet	Level 3	8	R 2 500.00
258835	Model and design business processes and workflow	Level 5	10	R 3 500.00
258837	Demonstrate an understanding of business applications and systems	Level 5	10	R 3 500.00
258875	Design forms and reports using a Graphic User Interface (GUI) based database MS Access 2010 or 2013	Level 4	4	R 3 000.00
258878	Ensure spreadsheet integrity to enhance reliability MS Excel 2013	Level 4	3	R 3 000.00
258879	Change the appearance of a spreadsheet MS Excel 2010 or 2013	Level 3	3	R 2 500.00

SAQA ID	Unit Standard Title	NQF	Credits	Price excl. VAT
258880	Utilise special features to enhance presentations MS PowerPoint 2010 or 2013	Level 3	3	R 2 500.00
258883	Use generic functions in a Graphical User Interface (GUI)-environment MS Windows XP or Win7	Level 1	4	R 1 800.00
258897	Apply electronic messaging and calendar application MS Outlook 2010 or 2013	Level 2	2	R 2 000.00
258898	Review and create documents using a Graphical User Interface (GUI)-based word processor MS Word 2010 or 2013	Level 3	7	R 2 500.00
258925	Apply and maintain safety in a working environment	Level 2	5	R 2 000.00
259477	Demonstrate knowledge of concepts, terminology and ethics applicable to archives and records management	Level 4	4	R 3 000.00
259597	Explain emergency preparedness and response procedures	Level 2	3	R 2 000.00
259599	Participate in the establishment, implementation and monitoring of a health and safety agreement	Level 2	2	R 2 000.00
259601	Participate in the implementation and evaluation of a safety and health management programme in the workplace	Level 2	2	R 2 000.00
259602	Describe sources of and control measures for noise in a work place	Level 1	2	R 1 800.00
259604	Verify compliance to safety, health and environmental requirements in the workplace	Level 2	4	R 2 000.00
259609	Demonstrate an understanding of Occupational Hygiene	Level 2	9	R 2 000.00
259610	Demonstrate basic understanding of the procedure for submission of compensation claims for injuries and occupational diseases	Level 2	2	R 2 000.00
259617	Conduct an investigation into workplace safety, health and environmental incidents	Level 2	3	R 2 000.00
259618	Examine refuge bays / places of safety	Level 2	2	R 2 000.00
259619	Conduct workplace Occupational Health and Safety (OHS) inspections	Level 2	3	R 2 000.00
259620	Manoeuvre materials safely by hand in a workplace	Level 2	2	R 2 000.00
259621	Manage the prevention of fatigue in the workplace	Level 2	3	R 2 000.00
259622	Describe the functions of the workplace health and safety representative	Level 2	3	R 2 000.00
259622	Describe the functions of the workplace health and safety representative – mining environment	Level 2	3	R 2 000.00
259624	Control workplace hazards and risks – hazardous substances	Level 2	4	R 2 000.00
259639	Explain basic health and safety principles in and around the workplace	Level 2	4	R 2 000.00
259639	Explain basic health and safety principles in and around the workplace – mining environment	Level 2	4	R 2 000.00
259762	Demonstrate an understanding of HIV/AIDS and its impact on the workplace	Level 2	12	R 2 000.00
260762	Operate rough terrain / earthmoving / agricultural equipment	Level 3	11	R 2 500.00
262625	Provide reception and administrative services (hairdressing)	Level 3	12	R 2 500.00
262627	Explain employment in a specific occupation (hairdressing)	Level 3	6	R 2 500.00
263205	Inspect access scaffolding	Level 4	6	R 3 000.00
263245	Erect, use and dismantle access scaffolding	Level 3	5	R 2 500.00
263356	Demonstrate an understanding of an entrepreneurial profile	Level 4	5	R 3 000.00
263434	Plan and manage production/operations in a new venture	Level 4	6	R 3 000.00
263455	Apply the principles of costing and pricing to a business venture	Level 4	6	R 3 000.00
263456	Plan strategically to improve new venture performance	Level 4	4	R 3 000.00
263474	Manage finances of a new venture	Level 4	6	R 3 000.00
263514	Demonstrate an understanding of the function of the market mechanisms in a new venture	Level 4	5	R 3 000.00
263534	Implement an action plan for a new venture	Level 4	4	R 3 000.00
263976	Demonstrate understanding of the outcomes-based education and training approach within the context of a National Qualifications Framework	Level 5	5	R 3 500.00
264408	Manage and improve communication processes in a function	Level 6	3	R 4 000.00

SAQA ID	Unit Standard Title	NQF	Credits	Price excl. VAT
264461	Demonstrate an understanding of Integrated Waste Management	Level 5	8	R 3 500.00
335835	Adhere to professional conduct and business ethics	Level 4	4	R 3 000.00
335961	Implement a crisis communication management plan	Level 5	7	R 3 500.00
376480	Provide first aid as an advanced first responder	Level 3	8	R 2 500.00
377542	Perform temporary hair removal by means of waxing and bleaching	Level 3	6	R 2 500.00
377722	Use a high pressure water jetting system to clean surfaces	Level 2	3	R 2 000.00

1.2 Developed Qualifications - ready for sale

Summary list of qualifications

The following qualifications are available as learning material set packages at the prices indicated and are available immediately:

Note: *All prices quoted are excluding VAT*

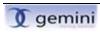| SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
NQF 1				
57937	GETC: **Hygiene and Cleaning** (SSETA) *Note: Integrated learning programmes*	1	120	R 12 000
61755	GETC: **Business Practice** (SSETA) *Note: Single unit standards*	1	121	R 12 000
NQF 2				
23833	NC: **Business Administration Services** (SSETA) *Note: Single unit standards*	2	130	R 13 500
23833	NC: **Business Administration Services** (SSETA) *Note: Integrated learning programmes*	2	130	R 13 500
48783	NC: **Financial Services** (INSETA) *Note: Integrated learning programmes*	2	138	R 13 500
49280	NC: **Wholesale and Retail Distribution** (WRSETA) *Note: Single unit standards*	2	120	R 13 500
49648	NC: **New Venture Creation** (SMME) (SSETA) *Note: Single unit standards*	2	138	R 13 500
49648	NC: **New Venture Creation** (SMME) *Note: Integrated learning programmes (SSETA)* *Version 1 with Electives: 14341, 119712, 13930, 13932, 119713, 13912, 13915*	2	138	R 13 500
49648	NC: **New Venture Creation** (SMME) *Note: Integrated learning programmes (SSETA)* *Version 2 with Electives: 119712, 119671, 9964, 119713, 13929, 13915*	2	138	R 13 500
58206	NC: **Wholesale and Retail Operations** Specialisation: Chain store operations (WRSETA) *Note: Single unit standards*	2	120	R 13 500
58206	NC: **Wholesale and Retail Operations** Specialisation: Chain store operations (WRSETA) *Note*: *Integrated learning programmes*	2	145	R 13 500
58206	NC: **Wholesale and Retail Operations** Specialisation: Wholesale operations (WRSETA) *Note: Single unit standards*	2	120	R 13 500
58206	NC: **Wholesale and Retail Operations** Specialisation: SME operations (WRSETA) *Note: Integrated learning programmes*	2	120	R 13 500
65750	NC: **Hairdressing** Learning Programme: 72009: Hairdressing (SSETA) *Note: Integrated learning programmes*	2	130	R 13 500
71490	NC: **Contact Centre Support** Learning Programme: 73269: Contact Centre Support (SSETA) *Note: Integrated learning programmes*	2	128	R 13 500
74269	National Certificate: **Occupational Health, Safety and Environment** Learning Programme: 64149: General (HWSETA) *Note: Single unit standards*	2	120	R 13 500

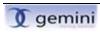| SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
74269	National Certificate: **Occupational Health, Safety and Environment** Learning Programme: 74290: Safety (HWSETA) *Note: Single unit standards*	2	120	R 13 500
74269	National Certificate: **Occupational Health, Safety and Environment** Learning Programme: 74292: Mining and Minerals (MQA) *Note: Single unit standards*	2	120	R 13 500
NQF 3				
20184	NC: **Banking** (BankSETA) *Note: Integrated learning programmes*	3	120	R 15 000
61591	NC: Information Technology: **End User Computing** Learning Programme: 49077 (MICTS) *Note: Single unit standards*	3	130	R 15 000
61591	NC: Information Technology: **End User Computing** Learning Programme: 49077 (MICTS) *Note: Integrated learning programmes*	3	130	R 15 000
63409	NC: **Wholesale and Retail Operations** Specialisation: Stock control in a retail/wholesale outlet (WRSETA) *Note: Single unit standards*	3	120	R 15 000
63409	NC: **Wholesale and Retail Operations** Specialisation: Stock control in a retail/wholesale outlet (WRSETA) *Note: Integrated learning programmes*	3	120	R 15 000
63409	NC: **Wholesale and Retail Operations** Specialisation: Stock Control in a Distribution Centre (WRSETA) *Note: Single unit standards*	3	120	R 15 000
63409	NC: **Wholesale and Retail Operations** Specialisation: Stock Control in a Distribution Centre (WRSETA) *Note: Integrated learning programmes*	3	172	R 19 000
63409	NC: **Wholesale and Retail Operations** Specialisation: Retail Sales (WRSETA) *Note: Single unit standards*	3	120	R 15 000
63409	NC: **Wholesale and Retail Operations** Specialisation: Wholesale Sales (WRSETA) *Note: Single unit standards*	3	120	R 15 000
63409	NC: **Wholesale and Retail Operations** Specialisation: Cosmetics (WRSETA) *Note: Single unit standards*	3	120	R 15 000
67465	NC: **Business Administration Services** (SSETA) Learning Programme: 23655 *Note: Single unit standards*	3	120	R 15 000
67465	NC: **Business Administration Services** (SSETA) Learning Programme: 23655 *Note: Integrated learning programmes*	3	120	R 15 000
67465	NC: **Business Administration Services** *Note: Integrated learning programmes* (SSETA) **LARGER FONT** for impaired learners	3	120	R 15 000
83946	NC: **Management** (SSETA) *Note: Single unit standards*	3	120	R 15 000
83946	NC: **Management** (SSETA) *Note: Integrated learning programmes*	3	120	R 15 000
93997	NC: **Contact Centre and Business Process Outsourcing Support** Learning Programme: 80566 (SSETA) *Note: Integrated learning programmes* *Option 1 with Electives - 13948 and 116940*	3	124	R 15 000

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
93997	NC: **Contact Centre and Business Process Outsourcing Support** Learning Programme: 80566 (SSETA) *Note: Integrated learning programmes* *Option 2 with Electives - 13948 and 116598*	3	124	R 15 000
93997	NC: **Contact Centre and Business Process Outsourcing Support** Learning Programme: 80566 (SSETA) *Note: Integrated learning programmes* *Option 2 with Electives - 13948 and 116598* **LARGER FONT** *for impaired learners*	3	124	R 15 000
NQF 4				
49397	NC: **Wholesale and Retail Operations Supervision** (WRSETA) *Note: Single unit standards for a qualification*	4	120	R 16 500
49397	NC: **Wholesale and Retail Operations Supervision** (WRSETA) *Note: Integrated learning programmes*	4	138	R 16 500
50080	FETC: **Project Management** (SSETA) *Note: Single unit standards*	4	136	R 16 500
50080	FETC: **Project Management** *Note: Integrated learning programmes (SSETA)* *Version 1 with 8 Learning Programmes and Fundamentals integrated amongst others*	4	136	R 16 500
50080	FETC: **Project Management** *Note: Integrated learning programmes (SSETA)* *Version 2 with 9 Learning Programmes and the Fundamentals as separate learning programmes*	4	136	R 16 500
50080	FETC: **Project Management** *Note: Integrated learning programmes based on version 1 material set (SSETA)* **LARGER FONT** *for impaired learners*	4	136	R 16 500
50081	FETC: **Leadership Development** (LGSETA) *Note: Single unit standards*	4	160	R 16 500
57712	FETC: **Generic Management** Learning Programme: 74630: General Management (SSETA) *Note: Single unit standards*	4	150	R 16 500
57712	FETC: **Generic Management** Learning Programme: 74630: General Management (SSETA) *Note: Integrated learning programmes*	4	150	R 16 500
57712	FETC: **Generic Management** Learning Programme: 74630: General Management (SSETA) *Note: Integrated learning programmes **without** Fundamental Unit standards*	4	150	R 10 500
57712	FETC: **Generic Management** Learning Programme: 58344: Administration (SSETA) *Note: Single unit standards*	4	150	R 16 500
57712	FETC: **Generic Management** Learning Programme: 64870: Disaster Risk Management (LG SETA) *Note: Single unit standards*	4	150	R 16 500
57712	FETC: **Generic Management** Learning Programme: 93950: Human Resource Support (SABPP) *Note: Single unit standards*	4	150	R 16 500
57712	FETC: **Generic Management** Learning Programme: 83987: Inventory and Inventory Control (MERSETA) *Note: Integrated learning programmes*	4	150	R 16 500

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SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
57712	FETC: **Generic Management**) Learning Programme: 83989: Manufacturing Control (MERSETA) *Note: Integrated learning programmes*	4	150	R 16 500
57712	FETC: **Generic Management** Learning Programme: 79286: Process Manufacturing (MERSETA) *Note: Single unit standards*	4	150	R 16 500
57712	FETC: **Generic Management** Learning Programme: 58346: Public Administration (PSETA) *Note: Single unit standards*	4	150	R 16 500
57712	FETC: **Generic Management** Learning Programme: 63333: Wholesale and Retail Management (WR SETA) *Note: Single unit standards*	4	150	R 16 500
57712	FETC: **Generic Management** Learning Programme: 63333: Wholesale and Retail Management (WR SETA) *Note: Integrated learning programmes*	4	150	R 16 500
58761	FETC: **Early Childhood Development** Specialisation: Management of an ECD Service (SSETA) *Note: Integrated learning programmes*	4	140	R 16 500
61595	FETC: **Business Administration Services** Learning Programme: 35928: Business Administration Services (SSETA) *Note: Single Unit Standards*	4	140	R 16 500
61595	FETC: **Business Administration Services** Learning Programme: 35928: Business Administration Services (SSETA) *Note: **10** Integrated Learning Programmes with electives: 244572, 9244, 242840, 13929*	4	140	R 16 500
61595	FETC: **Business Administration Services** Learning Programme: 35928: Business Administration Services (SSETA) *Note: **7** Integrated Learning Programmes with electives: 7790; 7836; 9244; 13928; 13929*	4	140	R 16 500
61595	FETC: **Business Administration Services** Learning Programme: 35928: Business Administration Services (SSETA) *Note: **7** Integrated Learning Programmes* ***LARGER FONT** for impaired learners with electives: 7790; 7836; 9244; 13928; 13929*	4	140	R 16 500
61595	FETC: **Business Administration Services** Learning Programme: 93568: Employee Relation Specialisation (SABPP) *Note: Single Unit Standards*	4	140	R 16 500
61595	FETC: **Business Administration Services** Learning Programme: 93569: Training and Development Practices (SABPP) *Note: Single Unit Standards*	4	140	R 16 500
66249	FETC: **New Venture Creation** (SSETA) *Note: Single unit standards*	4	149	R 16 500
66249	FETC: **New Venture Creation** (SSETA) *Note: Integrated Learning Programmes*	4	149	R 16 500
66609	FETC: **Retail Insurance** Learning Programme: 49835: Retail Insurance (INSETA) *Note: Integrated learning programmes*	4	140	R 16 500
67463	FETC: **Human Resources Management and Practices Support** Learning Programme: 49691: Human Resources Management and Practices Support (SABPP) *Note: Integrated learning programmes*	4	140	R 16 500

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SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
67464	FETC: **Marketing** Learning Programme: 59276: Marketing (SSETA) Specialisation: Customer Management *Note: Single Unit Standards*	4	139	R 16 500
67464	FETC: **Marketing** Learning Programme: 59276: Marketing (SSETA) Specialisation: Customer Management *Note: Integrated Learning Programmes*	4	139	R 16 500
67464	FETC: **Marketing** Learning Programme: 59276: Marketing (SSETA) Specialisation: Marketing Communication *Note: Single Unit Standards*	4	139	R 16 500
67464	FETC: **Marketing** Learning Programme: 59276: Marketing (SSETA) Specialisation: Marketing Communication *Note: Integrated Learning Programmes*	4	139	R 16 500
67464	FETC: **Marketing** Learning Programme: 59276: Marketing (SSETA) Specialisation: Marketing Management *Note: Single Unit Standards*	4	139	R 16 500
67464	FETC: **Marketing** Learning Programme: 59276: Marketing (SSETA) Specialisation: Marketing Management *Note: Integrated Learning Programmes*	4	139	R 16 500
93996	FETC: **Contact Centre Operations** Learning Programme: 71489: Contact Centre Operations (SSETA) *Note: Integrated learning programmes*	4	132	R 16 500
93996	FETC: **Contact Centre Operations** Learning Programme: 71489: Contact Centre Operations (SSETA) *Note: Integrated learning programmes* **LARGER FONT** for impaired learners	4	132	R 16 500
NQF 5				
20613	ND: **Event Co-ordination** (CATHSETA) *Note: Integrated learning programmes*	5	245	R 23 000
49075	NC: **Organisational Transformation and Change Management** (SSETA) *Note: Integrated learning programmes*	5	127	R 18 500
50334	NC: **Occupationally Directed Education Training and Development Practices** Specialisation: Skills Development Facilitation (ETDPSETA) *Note: Most in single unit standards and SDF integrated*	5	120	R 18 500
50334	NC: **Occupationally Directed Education Training and Development Practices** Specialisation: Skills Development Facilitation (ETDPSETA) *Note: Integrated learning programmes*	5	120	R 18 500
58820	NC: **Advertising** Specialisation: Copywriting: (MICT) *Single Unit Standards*	5	124	R 18 500
59201	NC: **Generic Management** Learning Programme: 60269: General Management (SSETA) *Single Unit Standards*	5	162	R 20 500
59201	NC: **Generic Management** Learning Programme: 60269: General Management (SSETA) *Integrated learning programmes*	5	162	R 20 500
59201	NC: **Generic Management** Learning Programme: 60273: Customer Management (SSETA) *Integrated learning programmes*	5	162	R 20 500

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SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
59201	NC: **Generic Management** Learning Programme: 96100: General Management: Banking (BANKSETA) *Single Unit Standards*	5	162	R 20 500
59201	NC: **Generic Management** Learning Programme: 96100: General Management: Banking (BANKSETA) *Integrated learning programmes*	5	162	R 20 500
59201	NC: **Generic Management** Learning Programme: 80747: Salon Management (SSETA) *Single Unit Standards*	5	162	R 20 500
59201	NC: **Generic Management** Learning Programme: 63334: Wholesale and Retail Management (W&RSETA) *Single Unit Standards*	5	162	R 20 500
59201	NC: **Generic Management** Learning Programme: 63334: Wholesale and Retail Management (WR SETA) *Integrated learning programmes*	5	162	R 20 500
59201	NC: **Generic Management** Learning Programme: 66310: Service Station Management (W&RSETA) *Single Unit Standards*	5	162	R 20 500
61589	NC: **Banking** Learning Programme 20186: National Certificate: Banking (BankSETA) *Note: Integrated learning programmes*	5	120	R 18 500
61592	ND: **Human Resources Management and Practices** Learning Programme: 49692 (SABPP) *Note: Integrated learning programmes*	5	249	R 23 000
63769	NC: **Business Analysis Support Practice** (MICT) *Note: Integrated learning programmes*	5	138	R 20 000
NQF 6				
48967	NC: **Business Advising Operations** *Note: Integrated learning programmes* (SSETA)	6	138	R 23 000

Learning material packs for qualifications

The materials are created in **individual unit standard** and/or **integrated learning modules** in learning material sets. Each learning material set consists of the following:

- Learner Guide,
- Learner Workbook (formative assessment)
- Learner Portfolio of Evidence Guide (summative assessment)
- Facilitator Guide with Memorandum
- Assessor Assessment Guide with Memorandum
- Assessor Feedback Document
- Moderation Plan, Guide and Report
- Programme Curriculum, Strategy and Alignment document
- Optional extra: PowerPoint slides can be created at an additional cost of R4500 for the slides required in a qualification

In addition to the above listed unit standard / integrated learning programme learning material sets, the following are supplied with the sale of the qualification:

- **Overall Qualification Curriculum and Strategy** document,
- **Fina Qualification Judgement** sheet
- The **Final Summative Assessment** (FSA), for use at the end of a qualification / learnership rollout, consisting of:
  - FSA Alignment document
  - FSA Learner Portfolio Guide
  - FSA Assessor Assessment Feedback Document
  - FSA Assessor Assessment Guide
  - FSA Moderation Plan, Guide and Report
    Note: Only some SETAs required the FSA

Additional:

For a learnership, most SETAs require additional learnership specific documentation. This is available for purchase at an additional R4500-00 per learnership pack:

- The **Learnership Pack** consists of the following documents, specific to the learning material selected for a learnership:
  - Learnership Orientation Guide
  - Learnership Mentor Guide
  - Learnership Practical Tasks Logbook
    (see later list of available learnership document sets)

NQF1 Qualifications

Note: *All prices quoted are excluding VAT*

Qualification: 57937: GETC: Hygiene and Cleaning

Option 1: Integrated learning programme material set

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
57937	General Education and Training Certificate: Hygiene and Cleaning *Note: Integrated learning programmes*	1	120	R 12 000

The *integrated* learning material sets have been developed in specific modules that are fully integrated:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Learning Programme 1: Learning Strategies				
Fundamental	119631	Explore and use a variety of strategies to learn	Level 1	5
Fundamental	119640	Read/view and respond to a range of text types	Level 1	6
Fundamental	119636	Write/Sign for a variety of different purposes	Level 1	6
Learning Programme 2: Cleaning Principles				
Core	243204	Understand basic cleaning principles	Level 1	15
Core	114936	Participate effectively in a team or group	Level 2	2
Learning Programme 3: Cleaning Chemicals				
Core	243203	Use chemicals in the cleaning services environment	Level 1	8
Fundamental	7447	Work with numbers in various contexts	Level 1	6
Learning Programme 4: Cleaning Floors				
Core	243194	Sweep floors	Level 1	4
Core	243198	Wet mop floors	Level 1	4
Elective	243202	Clean floors using a single disc machine	Level 1	8
Learning Programme 5: Cleaning Surfaces and Bathrooms				
Core	243201	Vacuum dry surfaces	Level 1	4
Core	243199	Clean above the floor surfaces	Level 1	4
Core	243197	Remove spots and spillages from carpets and upholstery	Level 1	5
Core	243206	Clean toilets and bathrooms	Level 1	6
Learning Programme 6: Grooming and Health Habits				
Core	243193	Practice good health and grooming habits	Level 1	4
Elective	14656	Demonstrate an understanding of sexuality and sexually transmitted infections including HIV/AIDS	Level 1	5
Learning Programme 7: Financial Literacy				
Core	243189	Manage personal finances	Level 1	8
Fundamental	7449	Critically analyse how mathematics is used in social, political and economic relations	Level 1	2
Fundamental	7451	Collect, analyse, use and communicate numerical data	Level 1	2
Learning Programme 8: Mathematical Literacy				
Fundamental	14084	Demonstrate an understanding of and use the numbering system	Level 1	1
Fundamental	7463	Describe and represent objects and the environment in terms of shape, space, time and motion	Level 1	2
Fundamental	7464	Analyse cultural products and processes as representations of shape, space and time	Level 1	2
Fundamental	7461	Use maps to access and communicate information concerning routes, location and direction	Level 1	1
Learning Programme 9: Customer Service				
Core	243195	Provide good customer service in a cleaning services environment	Level 1	4
Fundamental	119635	Engage in a range of speaking/signing and listening interactions for a variety of purposes	Level 1	6

Note: The above learning programmes are available for sale as individual learning programmes – see Integrated Learning Programmes later in the list.

Qualification: 61755: GETC: Business Practice

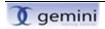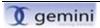*Option 1: Single unit standard material set*

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
61755	General Education and Training Certificate: Business Practice *Note: Single unit standards*	1	121	R 12 000

The *individual unit standard* learning material sets have been developed related to the following unit standards:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Core	9357	Develop and use keyboard skills to enter text	Level 1	4
Core	10006	Demonstrate an understanding of entrepreneurship and develop entrepreneurial qualities	Level 1	2
Core	10007	Identify, analyse and select business opportunities	Level 1	3
Core	13994	Identify and discuss different types of business and their legal implications	Level 1	4
Core	13999	Demonstrate an understanding of basic accounting practices	Level 1	4
Core	14444	Demonstrate an understanding of a general business plan and adapt it to a selected business idea	Level 1	7
Core	15091	Plan to manage one`s time	Level 1	3
Core	110082	Understand the impact of customer service on a business	Level 1	6
Core	116932	Operate a personal computer system	Level 1	3
Core	117867	Managing files in a Graphical User Interface (GUI) environment	Level 1	3
Core	117902	Use generic functions in a Graphical User Interface (GUI)-environment	Level 1	4
Core	243189	Manage personal finances	Level 1	8
Fundamental	110083	Process, analyse and communicate numerical data	Level 1	4
Fundamental	119362	Work with numbers; operations with numbers and relationships between numbers	Level 1	4
Fundamental	119368	Describe, interpret and represent mathematical patterns, functions and algebra in different contexts	Level 1	6
Fundamental	119373	Describe and represent objects in terms of shape, space and measurement	Level 1	5
Fundamental	119631	Explore and use a variety of strategies to learn	Level 1	5
Fundamental	119635	Engage in a range of speaking/signing and listening interactions for a variety of purposes	Level 1	6
Fundamental	119636	Write/Sign for a variety of different purposes	Level 1	6
Fundamental	119640	Read/view and respond to a range of text types	Level 1	6
Elective Unit Standards: The training provider needs to select unit standards totalling a minimum of 28 credits				
Elective	10009	Demonstrate the ability to start and run a business and adapt to a changing business environment	Level 1	3
Elective	12537	Identify personal values and ethics in the workplace	Level 1	4
Elective	13176	Describe and discuss basic issues relating to the nature of business, the stakeholders in a business and business profitability	Level 1	3
Elective	14656	Demonstrate an understanding of sexuality and sexually transmitted infections including HIV/AIDS	Level 1	5
Elective	115091	Monitor compliance to safety, health and environmental requirements in a workplace	Level 2	2
Elective	116931	Use a Graphical User Interface (GUI)-based web-browser to search the Internet	Level 2	4
Elective	116933	Use a Graphical User Interface (GUI)-based presentation application to create and edit slide presentations	Level 1	3
Elective	116935	Enhance, edit and organise electronic messages using a Graphical User Interface (GUI)-based messaging application	Level 2	2
Elective	116938	Use a Graphical User Interface (GUI)-based word processor to create and edit documents	Level 1	4
Elective	116945	Use electronic mail to send and receive messages	Level 2	2
Elective	117923	Use a Graphical User Interface (GUI)-based presentation application to prepare and produce a presentation according to a given brief	Level 2	5
Elective	117924	Use a Graphical User Interface (GUI)-based word processor to format documents	Level 2	5
Elective	117925	Describe the concepts of Information and Communication Technology (ICT) and the use of its components in a healthy and safe manner	Level 2	3
Elective	243193	Practice good health and grooming habits	Level 1	4
Elective	256134	Engage in directed planning behaviour	Level 1	8
Elective	256154	Interpret and implement instructions	Level 1	8

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NQF2 Qualifications

Note: *All prices quoted are excluding VAT*

Qualification: 23833: NC: Business Administration Services

Option 1: Single unit standard material set

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
[23833](#)	NC: **Business Administration Services** (SSETA) *Note: Single unit standards*	2	130	R 13 500

The *individual unit standard* learning material sets have been developed related to the following unit standards:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Core	7547	Operate a personal computer system	Level 2	6
Core	7566	Operate personal computer peripherals	Level 2	3
Core	7568	Demonstrate knowledge of and produce word processing documents using basic functions	Level 2	3
Core	7571	Demonstrate the ability to use electronic mail software to send and receive messages	Level 2	3
Core	8104	Operate and take care of equipment in an office environment	Level 2	2
Core	8420	Operate in a team	Level 2	4
Core	8618	Organise oneself in the workplace	Level 2	3
Core	11235	Maintain effective working relationships with other members of staff	Level 3	1
Core	14338	Attend to customer enquiries in an office setting	Level 2	2
Core	14339	Identify and maintain the types of records required in own industry and understand why it is necessary to create evidence and maintain confidentiality	Level 2	5
Core	14340	Maintain an existing information system in a business environment	Level 2	4
Core	14341	Keep informed about current affairs related to one`s own industry	Level 2	4
Core	14342	Manage time and work processes within a business environment	Level 2	4
Core	14343	Investigate the structure of an organisation as a workplace	Level 2	8
Core	14344	Demonstrate an understanding of a selected business environment	Level 2	10
Core	14346	Process numerical and text data in a business environment	Level 2	2
Core	14348	Process incoming and outgoing telephone calls	Level 2	3
Core	14349	Receive and execute instructions	Level 2	2
Core	14353	Conduct basic financial transactions	Level 2	3
Core	14359	Behave in a professional manner in a business environment	Level 2	5
Core	110064	Contribute to the health, safety and security of the workplace	Level 2	4
Fundamental	7469	Use mathematics to investigate and monitor the financial aspects of personal and community life	Level 2	2
Fundamental	7480	Demonstrate understanding of rational and irrational numbers and number systems	Level 2	3
Fundamental	8962	Maintain and adapt oral communication	Level 2	5
Fundamental	8963	Access and use information from texts	Level 2	5
Fundamental	8964	Write for a defined context	Level 2	5
Fundamental	8965	Respond to literary texts	Level 2	5
Fundamental	9007	Work with a range of patterns and functions and solve problems	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	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
Select an additional minimum of 13 credits from the list below				
Elective	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
Elective	14352	Manage a diary for self and others	Level 2	4
Elective	14355	Order and distribute office supplies	Level 2	2
Elective	120308	Apply knowledge of self in order to make a personal decision	Level 2	3

Option 2: Integrated learning programme material set

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
23833	NC: **Business Administration Services** (SSETA) *Note: Integrated learning programmes*	2	130	R 13 500

The *integrated* unit standard learning material sets have been developed related to the following unit standards:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Learning Programme 1: Understand the business environment				
Core	14344	Demonstrate an understanding of a selected business environment	Level 2	10
Core	14343	Investigate the structure of an organisation as a workplace	Level 2	8
Learning Programme 2: Manage time and self				
Elective	120308	Apply knowledge of self in order to make a personal decision	Level 2	3
Core	8618	Organise oneself in the workplace	Level 2	3
Core	14342	Manage time and work processes within a business environment	Level 2	4
Elective	14352	Manage a diary for self and others	Level 2	4
Learning Programme 3: Behave in a professional manner				
Core	14359	Behave in a professional manner in a business environment	Level 2	5
Core	11235	Maintain effective working relationships with other members of staff	Level 3	1
Core	8420	Operate in a team	Level 2	4
Learning Programme 4: Deal with customers				
Core	14348	Process incoming and outgoing telephone calls	Level 2	3
Core	14338	Attend to customer enquiries in an office setting	Level 2	2
Learning Programme 5: Deal with information				
Core	14339	Identify and maintain the types of records required in own industry and understand why it is necessary to create evidence and maintain confidentiality	Level 2	5
Core	14340	Maintain an existing information system in a business environment	Level 2	4
Core	14346	Process numerical and text data in a business environment	Level 2	2
Core	14353	Conduct basic financial transactions	Level 2	3
Learning Programme 6: Deal with computer systems				
Core	7547	Operate a personal computer system	Level 2	6
Core	7566	Operate personal computer peripherals	Level 2	3
Core	7571	Demonstrate the ability to use electronic mail software to send and receive messages	Level 2	3
Core	7568	Demonstrate knowledge of and produce word processing documents using basic functions	Level 2	3
Learning Programme 7: Deal with administrative tasks				
Core	14349	Receive and execute instructions	Level 2	2
Core	8104	Operate and take care of equipment in an office environment	Level 2	2
Elective	14355	Order and distribute office supplies	Level 2	2
Core	110064	Contribute to the health, safety and security of the workplace	Level 2	4
Learning Programme 8: Understand current affairs and HIV				
Core	14341	Keep informed about current affairs related to one`s own industry	Level 2	4
Elective	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
Learning Programme 9: Fundamental communication				
Fundamental	8962	Maintain and adapt oral communication	Level 2	5
Fundamental	8963	Access and use information from texts	Level 2	5
Fundamental	8964	Write for a defined context	Level 2	5
Fundamental	8965	Respond to literary texts	Level 2	5
Learning Programme 10: Fundamental mathematics				
Fundamental	7480	Demonstrate understanding of rational and irrational numbers and number systems	Level 2	3
Fundamental	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
Fundamental	9007	Work with a range of patterns and functions and solve problems	Level 2	5
Fundamental	7469	Use mathematics to investigate and monitor the financial aspects of personal and community life	Level 2	2
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

Note: The above learning programmes are available for sale as individual learning programmes – see Integrated Learning Programmes later in the list.

Qualification: 48783: NC: Financial Services

Option 1: Integrated learning programme material set

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
48783	National Certificate: Financial Services Inseta qualification *Note: Integrated learning programmes*	2	138	R 13 500

The *integrated* unit standard learning material sets have been developed related to the following unit standards:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Learning Programme 1: Personal effectiveness				
Fundamental	8967	Use language and communication in occupational learning programmes	Level 2	5
Core	11813	Apply knowledge of self in order to make a life decision	Level 2	3
Core	114936	Participate effectively in a team or group	Level 2	2
Elective	114952	Apply problem-solving techniques to make a decision or solve a problem in a real life context	Level 3	2
Learning Programme 2: Communication and Maths fundamentals				
Fundamental	8962	Maintain and adapt oral communication	Level 2	4
Fundamental	8963	Access and use information from texts	Level 2	5
Fundamental	8964	Write for a defined context	Level 2	5
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	9007	Work with a range of patterns and functions and solve problems	Level 2	5
Learning Programme 3: Financial services workplace				
Core	114953	Investigate the nature of the financial services market in South Africa	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
Core	114955	Indicate the sub-sectors of the Financial Services industry and the role of insurance and investment in the industry	Level 2	5
Core	114954	Explain the structure of the insurance and investment sub-sector in South Africa	Level 2	5
Core	114962	Investigate the structure of a financial services workplace	Level 2	3
Core	114969	Keep informed about current affairs related to a business sector or industry	Level 2	10
Elective	114985	Indicate how different needs lead to the development of different Financial Service products	Level 3	4
Learning Programme 4: Financial legislation				
Core	113918	Explain the implications of the Financial Advisors and Intermediaries Services` Act, (FAIS) for employees in financial services organisations	Level 2	2
Core	113904	Explain how money laundering legislation impacts on monetary transactions in South Africa	Level 2	2
Learning Programme 5: Health and safety				
Core	114957	Contribute to the health, safety and security of a financial services workplace	Level 2	2
Core	114961	Explain HIV/AIDS and the effects on the insurance industry and workplace, and indicate own role in creating a caring work environment	Level 2	5
Core	114966	Explain the types of compulsory statutory insurance in South Africa	Level 3	2
Learning Programme 6: Financial literacy				
Fundamental	7469	Use mathematics to investigate and monitor the financial aspects of personal and community life	Level 2	2
Fundamental	10718	Use a personal budget to manage own money	Level 2	3
Elective	10712	Manage personal expenditure	Level 3	3
Fundamental	10715	Investigate credit in own circumstances	Level 2	3
Fundamental	10717	Examine the applications of the Basic Conditions of Employment Act and its effect on earnings in own contract	Level 2	2
Elective	114960	Investigate the need to provide financially for own retirement	Level 3	3
Fundamental	10716	Examine the costs and benefits of using banking institutions for the managing of personal finances	Level 2	3
Learning Programme 7: Professional behaviour and customer service				
Core	114974	Apply the basic skills of customer service	Level 2	2
Core	114959	Behave in a professional manner in a business environment	Level 2	4
Elective	9303	Communicate verbally with clients in a financial environment	Level 3	3
Core	113924	Apply basic business ethics in a work environment	Level 2	2
Learning Programme 8: Workplace skills for financial services				

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Core	114973	Identify the types of records required in the financial services industry and indicate why it is necessary to create evidence	Level 2	2
Core	114971	Maintain an existing information system in a financial services environment	Level 2	2
Core	14342	Manage time and work processes within a business environment	Level 2	4
Core	115772	Use time management techniques to manage time in a financial services environment	Level 2	2
Elective	114958	Market an assistance policy	Level 2	3

Note: The above learning programmes are available for sale as individual learning programmes
– see Integrated Learning Programmes later in the list.

The materials are created in integrated unit standard learning programme material packs.
Each learning material set consists of the following Inseta specifically required documents:
- Programme Curriculum, Strategy and Alignment document
- Learner Guide
- Learner Workbook
- Learner Portfolio of Evidence Guide
- Facilitator Guide with Memorandum and specific organisational facilitator documents
- Assessor Assessment Guide with Memorandum
- Assessor Feedback Document
- Learner Summative Assessment and a second Supplementary Assessment
- Summative Assessment - Invigilator Declaration
- Learner Review of the Assessment Process
- Moderation Plan, Guide and Report
- Assessor and Moderator Review of the Assessment
- Optional extra: PowerPoint slides can be created at an additional cost

Qualification: 49280: NC: Wholesale and Retail Distribution

Option 1: Single unit standard material set

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
49280	National Certificate: Wholesale and Retail Distribution *Note: Single unit standards*	2	120	R 13 500

The *individual unit standard* learning material sets have been developed related to the following unit standards:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Core	114891	Count stock for a stock-take	Level 2	5
Core	114895	Define the core concepts of the wholesale and retail environment	Level 2	10
Core	117887	Complete basic business calculations	Level 2	5
Core	117898	Move, pack and maintain stock in a distribution centre/warehouse	Level 2	12
Core	117899	Pick stock in a distribution centre/warehouse	Level 2	12
Fundamental	7469	Use mathematics to investigate and monitor the financial aspects of personal and community life	Level 2	2
Fundamental	7480	Demonstrate understanding of rational and irrational numbers and number systems	Level 2	3
Fundamental	8962	Maintain and adapt oral communication	Level 2	5
Fundamental	8963	Access and use information from texts	Level 2	5
Fundamental	8964	Write for a defined context	Level 2	5
Fundamental	8967	Use language and communication in occupational learning programmes	Level 2	5
Fundamental	9007	Work with a range of patterns and functions and solve problems	Level 2	5
Fundamental	9008	Identify, describe, compare, classify, explore shape and motion in 2-and 3-dimensional shapes in different contexts	Level 2	3
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
Select an additional minimum of 45 credits from the list below				
Elective	13883	Apply out-bound Contact Centre Operations within a commercial environment	Level 3	8
Elective	14342	Manage time and work processes within a business environment	Level 2	4
Elective	14359	Behave in a professional manner in a business environment	Level 2	5
Elective	114889	Record transactions	Level 2	8
Elective	114890	Perform office functions in a wholesale and retail outlet	Level 2	4
Elective	114893	Pack customer purchases at point of sales	Level 2	3
Elective	114894	Process payment at a Point of Sales (POS)	Level 2	10
Elective	114900	Sell products to customers in a Wholesale and Retail outlet	Level 3	12
Elective	114902	Operate a computer in a Wholesale/Retail outlet	Level 2	6
Elective	114911	Resolve customer queries / complaints	Level 3	8
Elective	114912	Maintain a safe and secure wholesale and retail environment	Level 2	10
Elective	117891	Despatch stock from a distribution centre	Level 3	12
Elective	117892	Maintain a safe and secure environment in a distribution centre	Level 2	12
Elective	117897	Maintain stock balances in a distribution centre	Level 3	8
Elective	117900	Plan self development	Level 2	10
Elective	117901	Receive stock in a DC/Warehouse	Level 3	15
Elective	258175	Break bulk, pack and label stock	Level 2	8

Qualification: 49648: NC: New Venture Creation (SMME)

Option 1: Single unit standard material set

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
49648	National Certificate: New Venture Creation (SMME) *Note: Single unit standards*	2	138	R 13 500

The *individual unit standard* learning material sets have been developed related to the following unit standards:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Core	113924	Apply basic business ethics in a work environment	Level 2	2
Core	114974	Apply the basic skills of customer service	Level 2	2
Core	114959	Behave in a professional manner in a business environment	Level 2	4
Core	119666	Determine financial requirements of a new venture	Level 2	8
Core	119673	Identify and demonstrate entrepreneurial ideas and opportunities	Level 2	7
Core	119667	Identify the composition of a selected new venture's industry/sector and its procurement systems	Level 2	8
Core	119668	Manage business operations	Level 2	8
Core	119674	Manage finances for a new venture	Level 2	10
Core	119672	Manage marketing and selling processes of a new venture	Level 2	7
Core	119669	Match new venture opportunity to market needs	Level 2	6
Core	119670	Produce a business plan for a new venture	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	8967	Use language and communication in occupational learning programmes	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
Select an additional minimum of 32 credits from the list below				
Elective	9964	Apply health and safety to a work area	Level 2	3
Elective	13912	Apply knowledge of self and team in order to develop a plan to enhance team performance	Level 3	5
Elective	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
Elective	13929	Co-ordinate meetings, minor events and travel arrangements	Level 3	3
Elective	13930	Monitor and control the receiving and satisfaction of visitors	Level 3	4
Elective	13932	Prepare and process documents for financial and banking processes	Level 3	5
Elective	13934	Plan and prepare meeting communications	Level 3	4
Elective	119671	Administer contracts for a selected new venture	Level 3	10
Elective	119712	Tender for business or work in a selected new venture	Level 3	8
Elective	119713	Apply basic HR principles in a new venture	Level 3	4

Option 2: Integrated learning programme material set – version 1

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
49648	National Certificate: New Venture Creation (SMME) *Note: Integrated learning programmes* *Version 1 with Electives: 14341, 119712, 13930, 13932, 119713, 13912, 13915*	2	138	R 13 500

The *integrated* unit standard learning material sets have been developed related to the following unit standards:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Learning Programme 1: Occupational Learning				
Fundamental	8967	Use language and communication in occupational learning programmes	Level 2	5
Fundamental	8962	Maintain and adapt oral communication	Level 2	5
Learning Programme 2: Entrepreneurship				
Core	119673	Identify and demonstrate entrepreneurial ideas and opportunities	Level 2	7
Learning Programme 3: Numeracy Skills				
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	9007	Work with a range of patterns and functions and solve problems	Level 2	5
Learning Programme 4: Business Writing				
Fundamental	8963	Access and use information from texts	Level 2	5
Fundamental	8964	Write for a defined context	Level 2	5
Learning Programme 5: New Venture Financial and Industry Aspects				
Fundamental	7469	Use mathematics to investigate and monitor the financial aspects of personal and community life	Level 2	2
Core	119667	Identify the composition of a selected new venture's industry/sector and its procurement systems	Level 2	8
Elective	14341	Keep informed about current affairs related to one`s own industry	Level 2	4
Learning Programme 6: Produce a Business Plan				
Core	119666	Determine financial requirements of a new venture	Level 2	8
Core	119669	Match new venture opportunity to market needs	Level 2	6
Core	119670	Produce a business plan for a new venture	Level 2	8
Learning Programme 7: Manage Marketing and Sales				
Core	119672	Manage marketing and selling processes of a new venture	Level 2	7
Elective	119712	Tender for business or work in a selected new venture	Level 3	8
Learning Programme 8: Manage Customer Service				
Core	114974	Apply the basic skills of customer service	Level 2	2
Elective	13930	Monitor and control the receiving and satisfaction of visitors	Level 3	4
Core	114959	Behave in a professional manner in a business environment	Level 2	4
Learning Programme 9: Manage Finances				
Core	119674	Manage finances for a new venture	Level 2	10
Elective	13932	Prepare and process documents for financial and banking processes	Level 3	5
Learning Programme 10: Manage Operations				
Core	119668	Manage business operations	Level 2	8
Core	113924	Apply basic business ethics in a work environment	Level 2	2
Learning Programme 11: Manage People				
Elective	119713	Apply basic HR principles in a new venture	Level 3	4
Elective	13912	Apply knowledge of self and team in order to develop a plan to enhance team performance	Level 3	5
Learning Programme 12: Deal with HIV/AIDS				
Elective	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
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

Note: The above learning programmes are available for sale as individual learning programmes – see Integrated Learning Programmes later in the list.

Option 3: Integrated learning programme material set – version 2

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
49648	National Certificate: New Venture Creation (SMME) *Note: Integrated learning programmes* *Version 2 with Electives: 119712, 119671, 9964, 119713, 13929, 13915*	2	138	R 13 500

The *integrated* unit standard learning material sets have been developed related to the following unit standards:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Learning Programme 1: Occupational Learning				
Fundamental	8967	Use language and communication in occupational learning programmes	Level 2	5
Fundamental	8962	Maintain and adapt oral communication	Level 2	5
Learning Programme 2: Entrepreneurship				
Core	119673	Identify and demonstrate entrepreneurial ideas and opportunities	Level 2	7
Learning Programme 3: Numeracy Skills				
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	9007	Work with a range of patterns and functions and solve problems	Level 2	5
Learning Programme 4: Business Writing				
Fundamental	8963	Access and use information from texts	Level 2	5
Fundamental	8964	Write for a defined context	Level 2	5
Learning Programme 5: New Venture Financial and Industry Aspects				
Fundamental	7469	Use mathematics to investigate and monitor the financial aspects of personal and community life	Level 2	2
Core	119667	Identify the composition of a selected new venture's industry/sector and its procurement systems	Level 2	8
Elective	14341	Keep informed about current affairs related to one`s own industry	Level 2	4
Learning Programme 6: Produce a Business Plan				
Core	119666	Determine financial requirements of a new venture	Level 2	8
Core	119669	Match new venture opportunity to market needs	Level 2	6
Core	119670	Produce a business plan for a new venture	Level 2	8
Learning Programme 7: Manage Marketing and Sales				
Core	119672	Manage marketing and selling processes of a new venture	Level 2	7
Elective	119712	Tender for business or work in a selected new venture	Level 3	8
Learning Programme 8: Apply Ethics and Customer Service				
Core	114974	Apply the basic skills of customer service	Level 2	2
Core	114959	Behave in a professional manner in a business environment	Level 2	4
Core	113924	Apply basic business ethics in a work environment	Level 2	2
Learning Programme 9: Manage Finances and Contracts				
Core	119674	Manage finances for a new venture	Level 2	10
Elective	119671	Administer contracts for a selected new venture	Level 3	10
Learning Programme 10: Manage Operations and OHS				
Core	119668	Manage business operations	Level 2	8
Elective	9964	Apply health and safety to a work area	Level 2	3
Learning Programme 11: Manage People and Meeting Processes				
Elective	119713	Apply basic HR principles in a new venture	Level 3	4
Elective	13929	Co-ordinate meetings, minor events and travel arrangements	Level 3	3
Learning Programme 12: Deal with HIV/AIDS				
Elective	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
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

Note: The above learning programmes are available for sale as individual learning programmes – see Integrated Learning Programmes later in the list.

Qualification: 58206: NC: Wholesale and Retail Operations

Option 1: Single unit standard material set – WR Operations 2: Chain Store Operations

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
58206	National Certificate: Wholesale and Retail Operations Specialisation: Chain store operations *Note: Single unit standards*	2	120	R 13 500

The *individual unit standard* learning material sets have been developed related to the following unit standards:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Core	114895	Define the core concepts of the wholesale and retail environment	Level 2	10
Core	114903	Interact with customers	Level 2	8
Core	117887	Complete basic business calculations	Level 2	5
Fundamental	7469	Use mathematics to investigate and monitor the financial aspects of personal and community life	Level 2	2
Fundamental	7480	Demonstrate understanding of rational and irrational numbers and number systems	Level 2	3
Fundamental	9007	Work with a range of patterns and functions and solve problems	Level 2	5
Fundamental	9008	Identify, describe, compare, classify, explore shape and motion in 2-and 3-dimensional shapes in different contexts	Level 2	3
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	119454	Maintain and adapt oral/signed communication	Level 2	5
Fundamental	119456	Write/present for a defined context	Level 2	5
Fundamental	119460	Use language and communication in occupational learning programmes	Level 2	5
Fundamental	119463	Access and use information from texts	Level 2	5
Specialisation: Chain store operations				
Compulsory Elective	114889	Record transactions	Level 2	8
Compulsory Elective	114891	Count stock for a stock-take	Level 2	5
Compulsory Elective	114894	Process payment at a Point of Sales (POS)	Level 2	10
Compulsory Elective	114906	Mark merchandise and maintain displays	Level 2	10
Compulsory Elective	114912	Maintain a safe and secure wholesale and retail environment	Level 2	10
Select an additional minimum of 19 credits from the list below				
Elective	10349	Input data received onto appropriate computer packages within a Contact Centre	Level 2	12
Elective	10353	Meet performance standards within a Contact Centre	Level 2	6
Elective	10354	Contribute to a diverse working environment in a Contact Centre	Level 2	8
Elective	13883	Apply out-bound Contact Centre Operations within a commercial environment	Level 3	8
Elective	13932	Prepare and process documents for financial and banking processes	Level 3	5
Elective	14342	Manage time and work processes within a business environment	Level 2	4
Elective	14359	Behave in a professional manner in a business environment	Level 2	5
Elective	114890	Perform office functions in a wholesale and retail outlet	Level 2	4
Elective	114892	Dispatch stock (in a retail / wholesale outlet)	Level 3	10
Elective	114893	Pack customer purchases at point of sales	Level 2	3
Elective	114896	Receive stock (in a retail / wholesale outlet)	Level 3	12
Elective	114900	Sell products to customers in a Wholesale and Retail outlet	Level 3	12
Elective	114902	Operate a computer in a Wholesale/Retail outlet	Level 2	6
Elective	114911	Resolve customer queries / complaints	Level 3	8
Elective	117899	Pick stock in a distribution centre / warehouse	Level 2	12
Elective	117900	Plan self development	Level 2	10
Elective	119666	Determine financial requirements of a new venture	Level 2	8
Elective	119674	Manage finances for a new venture	Level 2	10
Elective	243672	Maintain the stockroom	Level 3	10
Elective	243673	Identify the role of the fast moving consumer goods merchandiser in the wholesale and retail industry	Level 2	8
Elective	243676	Source and collect products for resale	Level 2	12
Elective	243679	Recommend orders for clients in a fast moving consumer goods environment	Level 3	8
Elective	243680	Take orders from customers	Level 3	12
Elective	243712	Address customer queries in a wholesale environment	Level 3	10
Elective	243681	Uplift stock for return	Level 3	5

Option 2: Integrated learning programme material set – WR Operations 2: Chain Store Operations

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
58206	National Certificate: Wholesale and Retail Operations Specialisation: Chain store operations *Note: Integrated learning programmes*	2	145	R 13 500

The *integrated* unit standard learning material sets have been developed related to the following unit standards:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Learning Programme 1: Occupational Learning				
Fundamental	119460	Use language and communication in occupational learning programmes	Level 2	5
Learning Programme 2: W&R Concepts				
Core	114895	Define the core concepts of the wholesale and retail environment	Level 2	10
Compulsory Elective	114912	Maintain a safe and secure wholesale and retail environment	Level 2	10
Learning Programme 3: Workplace Communication				
Fundamental	119463	Access and use information from texts	Level 2	5
Fundamental	119456	Write/present for a defined context	Level 2	5
Fundamental	119454	Maintain and adapt oral/signed communication	Level 2	5
Learning Programme 4: Mathematical Literacy				
Fundamental	7480	Demonstrate understanding of rational and irrational numbers and number systems	Level 2	3
Fundamental	9007	Work with a range of patterns and functions and solve problems	Level 2	5
Fundamental	9008	Identify, describe, compare, classify, explore shape and motion in 2-and 3-dimensional shapes in different contexts	Level 2	3
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
Learning Programme 5: Financial Aspects				
Fundamental	7469	Use mathematics to investigate and monitor the financial aspects of personal and community life	Level 2	2
Core	117887	Complete basic business calculations	Level 2	5
Learning Programme 6: Customer Service				
Core	114903	Interact with customers	Level 2	8
Elective	14359	Behave in a professional manner in a business environment	Level 2	5
Learning Programme 7: Point of Sale				
Compulsory Elective	114894	Process payment at a Point of Sales (POS)	Level 2	10
Compulsory Elective	114889	Record transactions	Level 2	8
Elective	114902	Operate a computer in a Wholesale/Retail outlet	Level 2	6
Learning Programme 8: Merchandise and Maintain Stock				
Compulsory Elective	114906	Mark merchandise and maintain displays	Level 2	10
Elective	243672	Maintain the stockroom	Level 3	10
Learning Programme 9: Receive and Dispatch Stock				
Elective	114896	Receive stock (in a retail / wholesale outlet)	Level 3	12
Elective	114892	Dispatch stock (in a retail / wholesale outlet)	Level 3	10
Learning Programme 10: Count Stock				
Compulsory Elective	114891	Count stock for a stock-take	Level 2	5

Note: The above learning programmes are available for sale as individual learning programmes – see Integrated Learning Programmes later in the list.

Option 3: Single unit standard material set – WR Operations 2: Wholesale Operations

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
[58206](#)	National Certificate: Wholesale and Retail Operations Specialisation: Wholesale operations *Note: Single unit standards*	2	120	R 13 500

The *individual unit standard* learning material sets have been developed related to the following unit standards:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Core	114895	Define the core concepts of the wholesale and retail environment	Level 2	10
Core	114903	Interact with customers	Level 2	8
Core	117887	Complete basic business calculations	Level 2	5
Fundamental	7469	Use mathematics to investigate and monitor the financial aspects of personal and community life	Level 2	2
Fundamental	7480	Demonstrate understanding of rational and irrational numbers and number systems	Level 2	3
Fundamental	9007	Work with a range of patterns and functions and solve problems	Level 2	5
Fundamental	9008	Identify, describe, compare, classify, explore shape and motion in 2-and 3-dimensional shapes in different contexts	Level 2	3
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	119454	Maintain and adapt oral/signed communication	Level 2	5
Fundamental	119456	Write/present for a defined context	Level 2	5
Fundamental	119460	Use language and communication in occupational learning programmes	Level 2	5
Fundamental	119463	Access and use information from texts	Level 2	5
Specialisation: Wholesale operations				
Compulsory Elective	114891	Count stock for a stock-take	Level 2	5
Compulsory Elective	114912	Maintain a safe and secure wholesale and retail environment	Level 2	10
Compulsory Elective	114889	Record transactions	Level 2	8
Compulsory Elective	117899	Pick stock in a distribution centre / warehouse	Level 2	12
Compulsory Elective	243680	Take orders from customers	Level 3	12
Compulsory Elective	243712	Address customer queries in a wholesale environment	Level 3	10
Select an additional minimum of 4 credits from the list below				
Elective	10349	Input data received onto appropriate computer packages within a Contact Centre	Level 2	12
Elective	10353	Meet performance standards within a Contact Centre	Level 2	6
Elective	10354	Contribute to a diverse working environment in a Contact Centre	Level 2	8
Elective	13883	Apply out-bound Contact Centre Operations within a commercial environment	Level 3	8
Elective	13932	Prepare and process documents for financial and banking processes	Level 3	5
Elective	14342	Manage time and work processes within a business environment	Level 2	4
Elective	14359	Behave in a professional manner in a business environment	Level 2	5
Elective	114890	Perform office functions in a wholesale and retail outlet	Level 2	4
Elective	114892	Dispatch stock (in a retail / wholesale outlet)	Level 3	10
Elective	114893	Pack customer purchases at point of sales	Level 2	3
Elective	114894	Process payment at a Point of Sales (POS)	Level 2	10
Elective	114896	Receive stock (in a retail / wholesale outlet)	Level 3	12
Elective	114900	Sell products to customers in a Wholesale and Retail outlet	Level 3	12
Elective	114902	Operate a computer in a Wholesale/Retail outlet	Level 2	6
Elective	114906	Mark merchandise and maintain displays	Level 2	10
Elective	114911	Resolve customer queries / complaints	Level 3	8
Elective	117900	Plan self development	Level 2	10
Elective	119666	Determine financial requirements of a new venture	Level 2	8
Elective	119674	Manage finances for a new venture	Level 2	10
Elective	243672	Maintain the stockroom	Level 3	10
Elective	243673	Identify the role of the fast moving consumer goods merchandiser in the wholesale and retail industry	Level 2	8
Elective	243676	Source and collect products for resale	Level 2	12
Elective	243679	Recommend orders for clients in a fast moving consumer goods environment	Level 3	8
Elective	243681	Uplift stock for return	Level 3	5

Option 4: Single unit standard material set – WR Operations 2: SME Operations

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
58206	National Certificate: Wholesale and Retail Operations Specialisation: SME operations *Note: Single unit standards*	2	120	R 13 500

The *individual unit standard* learning material sets have been developed related to the following unit standards:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Core	114895	Define the core concepts of the wholesale and retail environment	Level 2	10
Core	114903	Interact with customers	Level 2	8
Core	117887	Complete basic business calculations	Level 2	5
Fundamental	7469	Use mathematics to investigate and monitor the financial aspects of personal and community life	Level 2	2
Fundamental	7480	Demonstrate understanding of rational and irrational numbers and number systems	Level 2	3
Fundamental	9007	Work with a range of patterns and functions and solve problems	Level 2	5
Fundamental	9008	Identify, describe, compare, classify, explore shape and motion in 2-and 3-dimensional shapes in different contexts	Level 2	3
Fundamental	9009	Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life related problem	Level 2	3
Fundamental	119454	Maintain and adapt oral/signed communication	Level 2	5
Fundamental	119456	Write/present for a defined context	Level 2	5
Fundamental	119460	Use language and communication in occupational learning programmes	Level 2	5
Fundamental	119463	Access and use information from texts	Level 2	5
Specialisation: SME operations				
Compulsory Elective	114891	Count stock for a stock-take	Level 2	5
Compulsory Elective	114894	Process payment at a Point of Sales (POS)	Level 2	10
Compulsory Elective	114906	Mark merchandise and maintain displays	Level 2	10
Compulsory Elective	119674	Manage finances for a new venture	Level 2	10
Compulsory Elective	243676	Source and collect products for resale	Level 2	12
Select an additional minimum of 14 credits from the list below				
Elective	10349	Input data received onto appropriate computer packages within a Contact Centre	Level 2	12
Elective	10353	Meet performance standards within a Contact Centre	Level 2	6
Elective	10354	Contribute to a diverse working environment in a Contact Centre	Level 2	8
Elective	13883	Apply out-bound Contact Centre Operations within a commercial environment	Level 3	8
Elective	13932	Prepare and process documents for financial and banking processes	Level 3	5
Elective	14342	Manage time and work processes within a business environment	Level 2	4
Elective	14359	Behave in a professional manner in a business environment	Level 2	5
Elective	114889	Record transactions	Level 2	8
Elective	114890	Perform office functions in a wholesale and retail outlet	Level 2	4
Elective	114891	Count stock for a stock-take	Level 2	5
Elective	114892	Dispatch stock (in a retail / wholesale outlet)	Level 3	10
Elective	114893	Pack customer purchases at point of sales	Level 2	3
Elective	114894	Process payment at a Point of Sales (POS)	Level 2	10
Elective	114896	Receive stock (in a retail / wholesale outlet)	Level 3	12
Elective	114900	Sell products to customers in a Wholesale and Retail outlet	Level 3	12
Elective	114902	Operate a computer in a Wholesale/Retail outlet	Level 2	6
Elective	114906	Mark merchandise and maintain displays	Level 2	10
Elective	114911	Resolve customer queries / complaints	Level 3	8
Elective	114912	Maintain a safe and secure wholesale and retail environment	Level 2	10
Elective	117899	Pick stock in a distribution centre / warehouse	Level 2	12
Elective	117900	Plan self development	Level 2	10
Elective	119666	Determine financial requirements of a new venture	Level 2	8
Elective	119674	Manage finances for a new venture	Level 2	10
Elective	243672	Maintain the stockroom	Level 3	10
Elective	243673	Identify the role of the fast moving consumer goods merchandiser in the wholesale and retail industry	Level 2	8
Elective	243676	Source and collect products for resale	Level 2	12
Elective	243679	Recommend orders for clients in a fast moving consumer goods environment	Level 3	8
Elective	243680	Take orders from customers	Level 3	12
Elective	243681	Uplift stock for return	Level 3	5
Elective	243712	Address customer queries in a wholesale environment	Level 3	10

Qualification: 65750: NC: Hairdressing

Option 1: Single unit standard material set – LP 72009: Hairdressing

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
65750	National Certificate: Hairdressing Learning Programme: 72009: Hairdressing *Note: Single unit standards*	2	130	R 13 500

The *individual unit standard* learning material sets have been developed related to the following unit standards:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Core	114782	Demonstrate, monitor and manage deportment and the importance of image in the workplace	Level 3	2
Core	262563	Prepare for and finish off salon services	Level 3	4
Core	262565	Identify disorders of the skin and hair	Level 3	8
Core	262625	Provide reception and administrative services	Level 3	12
Core	262626	Market retail products and services in the salon environment	Level 3	6
Core	262627	Explain employment in a specific occupation	Level 3	6
Core	262628	Pincurl and Fingerwave hair	Level 2	10
Core	262629	Perform hair styling techniques	Level 2	10
Core	262644	Shampoo, condition and treat scalp and hair	Level 2	10
Core	262664	Maintain sanitation in a salon environment	Level 3	9
Fundamental	119454	Maintain and adapt oral/signed communication	Level 2	5
Fundamental	119456	Write/present for a defined context	Level 2	5
Fundamental	119460	Use language and communication in occupational learning programmes	Level 2	5
Fundamental	119463	Access and use information from texts	Level 2	5
Fundamental	7469	Use mathematics to investigate and monitor the financial aspects of personal and community life	Level 2	2
Fundamental	7480	Demonstrate understanding of rational and irrational numbers and number systems	Level 2	3
Fundamental	9007	Work with a range of patterns and functions and solve problems	Level 2	5
Fundamental	9008	Identify, describe, compare, classify, explore shape and motion in 2- and 3-dimensional shapes in different contexts	Level 2	3
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
Select an additional minimum of 17 credits from the list below				
Elective	15091	Plan to manage one`s time	Level 1	3
Elective	114902	Operate a computer in a Wholesale/Retail outlet	Level 2	6
Elective	114912	Maintain a safe and secure wholesale and retail environment	Level 2	10
Elective	116945	Use electronic mail to send and receive messages	Level 2	2
Elective	244574	Apply knowledge of HIV/AIDS to a specific business sector and a workplace	Level 3	4
Elective	262522	Perform hair braiding and dreadlock techniques	Level 3	8
Elective	262560	Perform advanced massage in a hairdressing environment	Level 2	5
Elective	262561	Remove hair colouring and apply after care to hair	Level 2	3
Elective	262562	Neutralise perms and apply after care to hair	Level 2	6
Elective	262605	Perform a hair relaxing service	Level 3	12
Elective	262624	Perform an elementary hair cutting service	Level 2	3

Option 1: Single unit standard material set – LP 72009: Hairdressing

Qualification: 71490: NC: Contact Centre Support

Option 1: Integrated learning programme material set

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
71490	National Certificate: Contact Centre Support Learning Programme: 73269: Contact Centre Support *Note: Integrated learning programmes*	2	128	R 13 500

The *integrated* learning material sets have been developed in specific modules that are fully integrated:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Learning Programme 1: Orientation to Contact Centres				
Core	13872	Instil in myself a personal Contact Centre culture	Level 4	4
Core	10354	Contribute to a diverse working environment in a Contact Centre	Level 2	8
Learning Programme 2: Occupational Learning				
Fundamental	8967	Use language and communication in occupational learning programmes	Level 2	5
Fundamental	119454	Maintain and adapt oral/signed communication	Level 2	5
Core	13874	Work as a member of a Contact Centre Team	Level 4	5
Learning Programme 3: Communication in occupational learning				
Fundamental	7469	Use mathematics to investigate and monitor the financial aspects of personal and community life	Level 2	2
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	9007	Work with a range of patterns and functions and solve problems	Level 2	5
Learning Programme 4: Service Excellence				
Core	10348	Identify and respond to customer needs in a Contact Centre	Level 2	12
Core	13873	Handle a range of customer complaints in Contact Centres	Level 4	4
Learning Programme 5: Problem Solving Skills				
Core	13886	Gather and provide relevant information to contribute to contact centre problem solving	Level 3	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
Learning Programme 6: Business Writing Skills				
Fundamental	119463	Access and use information from texts	Level 2	5
Fundamental	119456	Write/present for a defined context	Level 2	5
Learning Programme 7: Inbound Contact Centre Skills				
Core	13885	Provide information to customers in a Contact Centre	Level 2	12
Core	10350	Collect and record information queries and requests from customers	Level 2	8
Core	10349	Input data received onto appropriate computer packages within a Contact Centre	Level 2	12
Core	10353	Meet performance standards within a Contact Centre	Level 2	6
Elective	10358	Apply in-bound Contact Centre Operations within a commercial environment	Level 2	8

Note: An alternative to Learning Programme 8 would be the other Elective Unit Standard, specific to Emergency Contact Centres:

ALTERNATIVE to LP7: Learning Programme 8: Operating effectively within an emergency contact centre				
Elective	13884	Apply in-bound and out-bound Contact Centre operations within an emergency context	Level 3	16

Note: The above learning programmes are available for sale as individual learning programmes – see Integrated Learning Programmes later in the list.

Qualification: 74269: NC: Occupational Health, Safety and Environment

Option 1: Single unit standard material set – LP 64149: General

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
74269	National Certificate: Occupational Health, Safety and Environment Learning Programme: 64149: General *Note: Single unit standards*	2	120	R 13 500

The *individual unit standard* learning material sets have been developed related to the following unit standards:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Core	13961	Demonstrate Knowledge and Use of Hand Operated Fire Fighting Equipment	Level 2	4
Core	116937	Use a Graphical User Interface (GUI)-based spreadsheet application to create and edit spreadsheets	Level 2	4
Core	116945	Use electronic mail to send and receive messages	Level 2	2
Core	117924	Use a Graphical User Interface (GUI)-based word processor to format documents	Level 2	5
Core	119554	Apply environmental management tools to assess impacts	Level 2	5
Core	120496	Provide risk-based primary emergency care/first aid in the workplace	Level 2	5
Core	259597	Explain emergency preparedness and response procedures	Level 2	3
Core	259602	Describe sources of and control measures for noise in a work place	Level 1	2
Core	259604	Verify compliance to safety, health and environmental requirements in the workplace	Level 2	4
Core	259609	Demonstrate an understanding of Occupational Hygiene	Level 2	9
Core	259617	Conduct an investigation into workplace safety, health and environmental incidents	Level 2	3
Core	259618	Examine refuge bays/places of safety	Level 2	2
Core	259619	Conduct workplace Occupational Health and Safety (OHS) inspections	Level 2	3
Core	259620	Manoeuvre materials safely by hand in a workplace	Level 2	2
Core	259621	Manage the prevention of fatigue in the workplace	Level 2	3
Core	259624	Control workplace hazards and risks	Level 2	4
Core	259639	Explain basic health and safety principles in and around the workplace	Level 2	4
Fundamental	7469	Use mathematics to investigate and monitor the financial aspects of personal and community life	Level 2	2
Fundamental	7480	Demonstrate understanding of rational and irrational numbers and number systems	Level 2	3
Fundamental	9007	Work with a range of patterns and functions and solve problems	Level 2	5
Fundamental	9008	Identify, describe, compare, classify, explore shape and motion in 2- and 3-dimensional shapes in different contexts	Level 2	3
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	119454	Maintain and adapt oral/signed communication	Level 2	5
Fundamental	119456	Write/present for a defined context	Level 2	5
Fundamental	119460	Use language and communication in occupational learning programmes	Level 2	5
Fundamental	119463	Access and use information from texts	Level 2	5
Specialisation: General: 64149 *Select an additional minimum of 20 credits from the list below*				
Elective	9964	Apply health and safety to a work area	Level 2	3
Elective	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
Elective	14656	Demonstrate an understanding of sexuality and sexually transmitted infections including HIV/AIDS	Level 1	5
Elective	120330	Conduct a continuous risk assessment in a workplace	Level 3	4
Elective	120337	Demonstrate knowledge pertaining to the preparation, conducting, recording and follow-up actions of a planned task observation in a working place	Level 3	2
Elective	119567	Perform basic life support and first aid procedures	Level 1	5
Elective	252250	Apply fire fighting techniques	Level 1	3
Elective	259599	Participate in the establishment, implementation and monitoring of a health and safety agreement	Level 2	2
Elective	259601	Participate in the implementation and evaluation of a safety and health management programme in the workplace	Level 2	2
Elective	259622	Describe the functions of the workplace health and safety representative	Level 2	3

Option 2: Single unit standard material set – LP 74290: Safety

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
74269	National Certificate: Occupational Health, Safety and Environment Learning Programme: 74290: Safety *Note: Single unit standards*	2	120	R 13 500

The *individual unit standard* learning material sets have been developed related to the following unit standards:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Core	13961	Demonstrate Knowledge and Use of Hand Operated Fire Fighting Equipment	Level 2	4
Core	116937	Use a Graphical User Interface (GUI)-based spreadsheet application to create and edit spreadsheets	Level 2	4
Core	116945	Use electronic mail to send and receive messages	Level 2	2
Core	117924	Use a Graphical User Interface (GUI)-based word processor to format documents	Level 2	5
Core	119554	Apply environmental management tools to assess impacts	Level 2	5
Core	120496	Provide risk-based primary emergency care/first aid in the workplace	Level 2	5
Core	259597	Explain emergency preparedness and response procedures	Level 2	3
Core	259602	Describe sources of and control measures for noise in a work place	Level 1	2
Core	259604	Verify compliance to safety, health and environmental requirements in the workplace	Level 2	4
Core	259609	Demonstrate an understanding of Occupational Hygiene	Level 2	9
Core	259617	Conduct an investigation into workplace safety, health and environmental incidents	Level 2	3
Core	259618	Examine refuge bays/places of safety	Level 2	2
Core	259619	Conduct workplace Occupational Health and Safety (OHS) inspections	Level 2	3
Core	259620	Manoeuvre materials safely by hand in a workplace	Level 2	2
Core	259621	Manage the prevention of fatigue in the workplace	Level 2	3
Core	259624	Control workplace hazards and risks	Level 2	4
Core	259639	Explain basic health and safety principles in and around the workplace	Level 2	4
Fundamental	7469	Use mathematics to investigate and monitor the financial aspects of personal and community life	Level 2	2
Fundamental	7480	Demonstrate understanding of rational and irrational numbers and number systems	Level 2	3
Fundamental	9007	Work with a range of patterns and functions and solve problems	Level 2	5
Fundamental	9008	Identify, describe, compare, classify, explore shape and motion in 2-and 3-dimensional shapes in different contexts	Level 2	3
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	119454	Maintain and adapt oral/signed communication	Level 2	5
Fundamental	119456	Write/present for a defined context	Level 2	5
Fundamental	119460	Use language and communication in occupational learning programmes	Level 2	5
Fundamental	119463	Access and use information from texts	Level 2	5
Specialisation: Safety: 74290 *Select an additional minimum of 20 credits from the list below*				
Elective	9964	Apply health and safety to a work area	Level 2	3
Elective	120330	Conduct a continuous risk assessment in a workplace	Level 3	4
Elective	120337	Demonstrate knowledge pertaining to the preparation, conducting, recording and follow-up actions of a planned task observation in a working place	Level 3	2
Elective	252250	Apply fire fighting techniques	Level 1	3
Elective	259599	Participate in the establishment, implementation and monitoring of a health and safety agreement	Level 2	2
Elective	259601	Participate in the implementation and evaluation of a safety and health management programme in the workplace	Level 2	2
Elective	259610	Demonstrate basic understanding of the procedure for submission of compensation claims for injuries and occupational diseases	Level 2	2
Elective	259622	Describe the functions of the workplace health and safety representative	Level 2	3

Option 3: Single unit standard material set – LP 74292: Mining and Minerals

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
74269	National Certificate: Occupational Health, Safety and Environment Learning Programme: 74292: Mining and Minerals *Note: Single unit standards*	2	120	R 13 500

The *individual unit standard* learning material sets have been developed related to the following unit standards:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Core	13961	Demonstrate Knowledge and Use of Hand Operated Fire Fighting Equipment	Level 2	4
Core	116937	Use a Graphical User Interface (GUI)-based spreadsheet application to create and edit spreadsheets	Level 2	4
Core	116945	Use electronic mail to send and receive messages	Level 2	2
Core	117924	Use a Graphical User Interface (GUI)-based word processor to format documents	Level 2	5
Core	119554	Apply environmental management tools to assess impacts	Level 2	5
Core	120496	Provide risk-based primary emergency care/first aid in the workplace	Level 2	5
Core	259597	Explain emergency preparedness and response procedures	Level 2	3
Core	259602	Describe sources of and control measures for noise in a work place	Level 1	2
Core	259604	Verify compliance to safety, health and environmental requirements in the workplace	Level 2	4
Core	259609	Demonstrate an understanding of Occupational Hygiene	Level 2	9
Core	259617	Conduct an investigation into workplace safety, health and environmental incidents	Level 2	3
Core	259618	Examine refuge bays/places of safety	Level 2	2
Core	259619	Conduct workplace Occupational Health and Safety (OHS) inspections	Level 2	3
Core	259620	Manoeuvre materials safely by hand in a workplace	Level 2	2
Core	259621	Manage the prevention of fatigue in the workplace	Level 2	3
Core	259624	Control workplace hazards and risks	Level 2	4
Core	259639	Explain basic health and safety principles in and around the workplace	Level 2	4
Fundamental	7469	Use mathematics to investigate and monitor the financial aspects of personal and community life	Level 2	2
Fundamental	7480	Demonstrate understanding of rational and irrational numbers and number systems	Level 2	3
Fundamental	9007	Work with a range of patterns and functions and solve problems	Level 2	5
Fundamental	9008	Identify, describe, compare, classify, explore shape and motion in 2- and 3-dimensional shapes in different contexts	Level 2	3
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	119454	Maintain and adapt oral/signed communication	Level 2	5
Fundamental	119456	Write/present for a defined context	Level 2	5
Fundamental	119460	Use language and communication in occupational learning programmes	Level 2	5
Fundamental	119463	Access and use information from texts	Level 2	5
Specialisation: General: 64149 *Select an additional minimum of 20 credits from the list below*				
Elective	9964	Apply health and safety to a work area	Level 2	3
Elective	120330	Conduct a continuous risk assessment in a workplace	Level 3	4
Elective	120337	Demonstrate knowledge pertaining to the preparation, conducting, recording and follow-up actions of a planned task observation in a working place	Level 3	2
Elective	252250	Apply fire fighting techniques	Level 1	3
Elective	259599	Participate in the establishment, implementation and monitoring of a health and safety agreement	Level 2	2
Elective	259601	Participate in the implementation and evaluation of a safety and health management programme in the workplace	Level 2	2
Elective	259622	Describe the functions of the workplace health and safety representative	Level 2	3
Elective	376480	Provide first aid as an advanced first responder	Level 3	8

NQF3 Qualifications

Note: *All prices quoted are excluding VAT*

Qualification: 20184: NC: Banking

Option 1: Integrated learning programme material set

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
20184	NC: **Banking** *Note: Integrated learning programmes (BankSETA)*	3	120	R 15 000

The *integrated* learning material sets have been developed in specific modules that are fully integrated:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Learning Programme 1: Apply Own Role within the Organisation and Team				
Elective	13912	Apply knowledge of self and team in order to develop a plan to enhance team performance	Level 3	5
Elective	119153	Apply and implement corporate culture	Level 3	2
Elective	11235	Maintain effective working relationships with other members of staff	Level 3	1
Learning Programme 2: Provide Customer Service in the Banking Environment				
Elective	7175	Provide customer service in a banking environment	Level 3	3
Elective	7179	Provide banking-related customer service in given situations	Level 3	5
Elective	7177	Attend to customer enquiries face-to-face and on the telephone in a banking environment	Level 3	4
Learning Programme 3: Deal with Notes and the Note Sorting Machine				
Elective	13425	Demonstrate skill in note handling	Level 3	16
Elective	13322	Operate a note sorting machine	Level 3	12
Learning Programme 4: Deal with Asset Based Financing for a Vehicle				
Elective	12757	Demonstrate an understanding of the legal and professional requirements pertaining to the asset based financing environment	Level 3	12
Elective	12754	Prepare vehicle financing proposals and documentation	Level 3	10
Learning Programme 5: Deal with Credit and Debit Card Requests				
Elective	114748	Effect and monitor the release of debit and credit cards to cardholders in a banking environment	Level 3	6
Elective	114767	Administer requests to re-issue credit and debit cards in a banking environment	Level 3	8
Learning Programme 6: Fundamental Mathematics				
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	7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	Level 3	5
Fundamental	9012	Investigate life and work related problems using data and probabilities	Level 3	5
Learning Programme 7: Fundamental Communication				
Fundamental	8968	Accommodate audience and context needs in oral communication	Level 3	5
Fundamental	8969	Interpret and use information from texts	Level 3	5
Fundamental	8970	Write texts for a range of communicative contexts	Level 3	5
Fundamental	8971	Analyse and respond to a variety of literary texts	Level 3	5

Note: The above learning programmes are available for sale as individual learning programmes – see Integrated Learning Programmes later in the list.

Qualification: 61591: NC: Information Technology: End User Computing

Option 1: Single unit standard material set

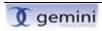| SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
61591	National Certificate: Information Technology: End User Computing Learning Programme: 49077 (MICTS) *Note: Single unit standards*	3	130	R 15 000

The *individual unit standard* learning material sets have been developed related to the following unit standards:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Core	114076	Use computer technology to research a computer topic	Level 4	3
Core	115391	Demonstrate an understanding of the principles of the internet and the world-wide-web	Level 4	3
Core	116930	Use a Graphical User Interface (GUI)-based presentation application to enhance presentation appearance	Level 3	5
Core	116931	Use a Graphical User Interface (GUI)-based web-browser to search the Internet	Level 2	4
Core	116935	Enhance, edit and organise electronic messages using a Graphical User Interface (GUI)-based messaging application	Level 2	2
Core	116936	Use a Graphical User Interface (GUI)-based database application to work with simple databases	Level 3	3
Core	116937	Use a Graphical User Interface (GUI)-based spreadsheet application to create and edit spreadsheets	Level 2	4
Core	116940	Use a Graphical User Interface (GUI)-based spreadsheet application to solve a given problem	Level 3	6
Core	116942	Use a GUI-based word processor to create merged documents	Level 3	3
Core	116943	Using a Graphical User Interface (GUI)-based spreadsheet application, enhance the functionality and apply graph /charts to a spreadsheet	Level 4	3
Core	116945	Use electronic mail to send and receive messages	Level 2	2
Core	117923	Use a Graphical User Interface (GUI)-based presentation application to prepare and produce a presentation according to a given brief	Level 2	5
Core	117924	Use a Graphical User Interface (GUI)-based word processor to format documents	Level 2	5
Core	117925	Describe the concepts of Information and Communication Technology (ICT) and the use of its components in a healthy and safe manner	Level 2	3
Core	119078	Use a GUI-based word processor to enhance a document through the use of tables and columns	Level 3	5
Fundamental	7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	Level 3	5
Fundamental	8968	Accommodate audience and context needs in oral communication	Level 3	5
Fundamental	8970	Write texts for a range of communicative contexts	Level 3	5
Fundamental	8973	Use language and communication in occupational learning programmes	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	9012	Investigate life and work related problems using data and probabilities	Level 3	5
Fundamental	9013	Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 3	4
Fundamental	11241	Perform Basic Business Calculations	Level 3	6
Fundamental	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
Fundamental	110023	Present information in report format	Level 4	6
Select an additional minimum of 27 credits from the list below				
Elective	10135	Work as a project team member	Level 4	8
Elective	10140	Apply a range of project management tools	Level 4	8
Elective	117156	Interpret basic financial statements	Level 4	4
Elective	117928	Describe the application and effect of Information and Communication Technologies (ICT) on society	Level 4	5
Elective	258875	Design forms and reports using a Graphic User Interface (GUI) based database	Level 4	4
Elective	258878	Ensure spreadsheet integrity to enhance reliability	Level 4	3
Elective	258879	Change the appearance of a spreadsheet	Level 3	3
Elective	258880	Utilise special features to enhance presentations	Level 3	3
Elective	258883	Use generic functions in a Graphical User Interface (GUI)-environment	Level 1	4
Elective	258897	Apply electronic messaging and calendar application	Level 2	2
Elective	258898	Review and create documents using a Graphical User Interface (GUI)-based word processor	Level 3	7

Option 2: Integrated learning programme material set

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
61591	National Certificate: Information Technology: End User Computing Learning Programme: 49077 (MICTS) *Note: Integrated learning programmes*	3	130	R 15 000

The *integrated* unit standard learning material sets have been developed related to the following unit standards:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Learning Programme 1: ICT				
Core	117925	Describe the concepts of Information and Communication Technology (ICT) and the use of its components in a healthy and safe manner	Level 2	3
Elective	258883	Use generic functions in a Graphical User Interface (GUI)-environment	Level 1	4
Learning Programme 2: MS Word				
Core	117924	Use a Graphical User Interface (GUI)-based word processor to format documents	Level 2	5
Core	119078	Use a GUI-based word processor to enhance a document through the use of tables and columns	Level 3	5
Core	258898	Review and create documents using a Graphical User Interface (GUI)-based word processor	Level 3	7
Core	116942	Use a GUI-based word processor to create merged documents	Level 3	3
Learning Programme 3: Internet Explorer				
Core	115391	Demonstrate an understanding of the principles of the internet and the world-wide-web	Level 4	3
Core	116931	Use a Graphical User Interface (GUI)-based web-browser to search the Internet	Level 2	4
Core	114076	Use computer technology to research a computer topic	Level 4	3
Learning Programme 4: MS Outlook				
Core	116945	Use electronic mail to send and receive messages	Level 2	2
Elective	258897	Apply electronic messaging and calendar application	Level 2	2
Core	116935	Enhance, edit and organise electronic messages using a Graphical User Interface (GUI)-based messaging application	Level 2	2
Learning Programme 5: MS PowerPoint				
Core	117923	Use a Graphical User Interface (GUI)-based presentation application to prepare and produce a presentation according to a given brief	Level 2	5
Core	116930	Use a Graphical User Interface (GUI)-based presentation application to enhance presentation appearance	Level 3	5
Elective	258880	Utilise special features to enhance presentations	Level 3	3
Learning Programme 6: MS Excel				
Core	116937	Use a Graphical User Interface (GUI)-based spreadsheet application to create and edit spreadsheets	Level 2	4
Elective	258879	Change the appearance of a spreadsheet	Level 3	3
Core	116943	Using a Graphical User Interface (GUI)-based spreadsheet application, enhance the functionality and apply graph /charts to a spreadsheet	Level 4	3
Core	116940	Use a Graphical User Interface (GUI)-based spreadsheet application to solve a given problem	Level 3	6
Elective	258878	Ensure spreadsheet integrity to enhance reliability	Level 4	3
Learning Programme 7: MS Access				
Core	116936	Use a Graphical User Interface (GUI)-based database application to work with simple databases	Level 3	3
Elective	258875	Design forms and reports using a Graphic User Interface (GUI) based database	Level 4	4
Elective	117927	Use Graphical User Interface (GUI)-based database application to solve a given problem	Level 4	6
Learning Programme 8: Financial Literacy				
Fundamental	11241	Perform Basic Business Calculations	Level 3	6
Fundamental	7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	Level 3	5
Learning Programme 9: Communication				
Fundamental	8973	Use language and communication in occupational learning programmes	Level 3	5
Fundamental	8968	Accommodate audience and context needs in oral communication	Level 3	5
Fundamental	8970	Write texts for a range of communicative contexts	Level 3	5
Fundamental	110023	Present information in report format	Level 4	6
Fundamental	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
Learning Programme 10: Mathematical Literacy				

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
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	9012	Investigate life and work related problems using data and probabilities	Level 3	5

Qualification: 63409: NC: Wholesale and Retail Operations

Option 1: Single unit standard material set – WR Operations 3: Stock Control in a retail/wholesale outlet

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
63409	National Certificate: Wholesale and Retail Operations Specialisation: Stock control in a retail/wholesale outlet *Note: Single unit standards* *For a qualification*	3	120	R 15 000

The *individual unit standard* learning material sets have been developed related to the following unit standards:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Core	114895	Define the core concepts of the wholesale and retail environment	Level 2	10
Core	258155	Explain the factors that impact on the bottom line of a Wholesale and Retail unit	Level 3	10
Core	258156	Build customer relations in an operational unit	Level 3	10
Core	258161	Apply theft, fraud and safety controls in a Wholesale and Retail outlet	Level 3	8
Fundamental	7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	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	9012	Investigate life and work related problems using data and probabilities	Level 3	5
Fundamental	9013	Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 3	4
Fundamental	119457	Interpret and use information from texts	Level 3	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts	Level 3	5
Fundamental	119467	Use language and communication in occupational learning programmes	Level 3	5
Fundamental	119472	Accommodate audience and context needs in oral/signed communication	Level 3	5
Specialisation: Stock control in a retail/wholesale outlet The following compulsory elective unit standards must be covered as part of the elective component				
Compulsory Elective	114891	Count stock for a stock-take (in a retail / wholesale outlet)	Level 2	5
Compulsory Elective	114892	Dispatch stock (in a retail / wholesale outlet)	Level 3	10
Compulsory Elective	114896	Receive stock (in a retail / wholesale outlet)	Level 3	12
Compulsory Elective	258175	Break bulk, pack and label stock	Level 2	8
Select an additional minimum of 19 credits from the list below				
Elective	9506	Communicate in an assertive manner with clients and fellow workers	Level 4	4
Elective	13912	Apply knowledge of self and team in order to develop a plan to enhance team performance	Level 3	5
Elective	13932	Prepare and process documents for financial and banking processes	Level 3	5
Elective	113909	Coach a team member in order to enhance individual performance in work environment	Level 3	5
Elective	113852	Apply occupational health, safety and environmental principles	Level 3	10
Elective	113909	Coach a team member in order to enhance individual performance in work environment	Level 3	5
Elective	114893	Pack customer purchases at point of sales	Level 2	3
Elective	114902	Operate a computer in a Wholesale/Retail outlet	Level 2	6
Elective	117877	Perform one-to-one training on the job	Level 3	4
Elective	242668	Demonstrate knowledge and application of the Occupational Health and Safety Act, 85 of 1993 (OHSA) (as amended) and the responsibilities of management in terms of the Act	Level 4	4
Elective	242811	Prioritise time and work for self and team	Level 4	5
Elective	242816	Conduct a structured meeting	Level 4	5
Elective	242819	Motivate and Build a Team	Level 4	10
Elective	243672	Maintain the stockroom	Level 3	10
Elective	243680	Take orders from customers	Level 3	12
Elective	243681	Uplift stock for return	Level 3	5
Elective	243804	Replenish stock in a retail business	Level 3	12
Elective	243805	Merchandise products in a retail business	Level 3	12
Elective	243806	Deal with customers in a retail business	Level 3	8
Elective	243809	Run a small business	Level 3	12

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Elective	243810	Control cash in a small business	Level 3	12
Elective	252202	Deal with brand, product and service promotions	Level 4	4
Elective	252203	Demonstrate an understanding of the target market	Level 4	4
Elective	252210	Handle a range of customer complaints	Level 4	4
Elective	252211	Demonstrate an understanding of the competitive environment and product positioning	Level 4	6
Elective	258157	Explain the processing of transactions in a wholesale and retail outlet	Level 2	6
Elective	258160	Demonstrate knowledge of products in own area of operation in a Wholesale and Retail environment	Level 3	8
Elective	258162	Sell products to customers in a wholesale and retail outlet	Level 3	12
Elective	258215	Present a visual display in a wholesale or retail outlet	Level 3	8

Option 2: Integrated learning programme material set – WR Operations 3: Stock Control in a retail/wholesale outlet

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
63409	National Certificate: Wholesale and Retail Operations Specialisation: Stock control in a retail/wholesale outlet *Note: Integrated learning programmes*	3	120	R 15 000

The *integrated* unit standard learning material sets have been developed related to the following unit standards:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Learning Programme 1: Core Concepts and Merchandising				
Core	114895	Define the core concepts of the wholesale and retail environment	Level 2	10
Elective	258215	Present a visual display in a wholesale or retail outlet	Level 3	8
Learning Programme 2: Occupational learning				
Fundamental	119467	Use language and communication in occupational learning programmes	Level 3	5
Fundamental	9012	Investigate life and work related problems using data and probabilities	Level 3	5
Learning Programme 3: Customer Service				
Core	258156	Build customer relations in an operational unit	Level 3	10
Fundamental	119472	Accommodate audience and context needs in oral/signed communication	Level 3	5
Learning Programme 4: Financial Aspects				
Fundamental	7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	Level 3	5
Core	258155	Explain the factors that impact on the bottom line of a Wholesale and Retail unit	Level 3	10
Learning Programme 5: Written Communication				
Fundamental	119457	Interpret and use information from texts	Level 3	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts	Level 3	5
Learning Programme 6: Mathematical Literacy				
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
Learning Programme 7: Theft, Fraud and Safety				
Core	258161	Apply theft, fraud and safety controls in a Wholesale and Retail outlet	Level 3	8
Elective	117877	Perform one-to-one training on the job	Level 3	4
Learning Programme 8: Receive and Dispatch Stock				
Compulsory Elective	114896	Receive stock (in a retail / wholesale outlet)	Level 3	12
Compulsory Elective	114892	Dispatch stock (in a retail / wholesale outlet)	Level 3	10
Learning Programme 9: Count Stock and Maintain the Stockroom				
Compulsory Elective	114891	Count stock for a stock-take (in a retail / wholesale outlet)	Level 2	5
Elective	243672	Maintain the stockroom	Level 3	10
Compulsory Elective	258175	Break bulk, pack and label stock	Level 2	8

Note: The above learning programmes are available for sale as individual learning programmes – see Integrated Learning Programmes later in the list.

Option 3: Single unit standard material set – WR Operations 3: Stock Control in a Distribution Centre

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
63409	National Certificate: Wholesale and Retail Operations Specialisation: Stock Control in a Distribution Centre *Note: Single unit standards*	3	120	R 15 000

The *individual unit standard* learning material sets have been developed related to the following unit standards:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Core	114895	Define the core concepts of the wholesale and retail environment	Level 2	10
Core	258155	Explain the factors that impact on the bottom line of a Wholesale and Retail unit	Level 3	10
Core	258156	Build customer relations in an operational unit	Level 3	10
Core	258161	Apply theft, fraud and safety controls in a Wholesale and Retail outlet	Level 3	8
Fundamental	7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	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	9012	Investigate life and work related problems using data and probabilities	Level 3	5
Fundamental	9013	Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 3	4
Fundamental	119457	Interpret and use information from texts	Level 3	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts	Level 3	5
Fundamental	119467	Use language and communication in occupational learning programmes	Level 3	5
Fundamental	119472	Accommodate audience and context needs in oral/signed communication	Level 3	5
Specialisation: Stock control in a distribution centre				
Compulsory Elective	117891	Dispatch stock from a distribution centre (DC/Warehouse)	Level 3	12
Compulsory Elective	117901	Receive stock in a DC/Warehouse	Level 3	15
Compulsory Elective	117897	Maintain stock balances in a distribution centre	Level 3	8
Select an additional minimum of 11 credits from the list below				
Elective	9506	Communicate in an assertive manner with clients and fellow workers	Level 4	4
Elective	13883	Apply out-bound Contact Centre Operations within a commercial environment	Level 3	8
Elective	13912	Apply knowledge of self and team in order to develop a plan to enhance team performance	Level 3	5
Elective	13932	Prepare and process documents for financial and banking processes	Level 3	5
Elective	113909	Coach a team member in order to enhance individual performance in work environment	Level 3	5
Elective	114891	Count stock for a stock-take (in a retail / wholesale outlet)	Level 2	5
Elective	114892	Dispatch stock (in a retail / wholesale outlet)	Level 3	10
Elective	114893	Pack customer purchases at point of sales	Level 2	3
Elective	114896	Receive stock (in a retail / wholesale outlet)	Level 3	12
Elective	114902	Operate a computer in a Wholesale/Retail outlet	Level 2	6
Elective	117877	Perform one-to-one training on the job	Level 3	4
Elective	242668	Demonstrate knowledge and application of the Occupational Health and Safety Act, 85 of 1993 (OHSA) (as amended) and the responsibilities of management in terms of the Act	Level 4	4
Elective	242811	Prioritise time and work for self and team	Level 4	5
Elective	242816	Conduct a structured meeting	Level 4	5
Elective	242819	Motivate and Build a Team	Level 4	10
Elective	243672	Maintain the stockroom	Level 3	10
Elective	243679	Recommend orders for clients in a fast moving consumer goods environment	Level 3	8
Elective	243680	Take orders from customers	Level 3	12
Elective	243681	Uplift stock for return	Level 3	5
Elective	243712	Address customer queries in a wholesale environment	Level 3	10
Elective	243804	Replenish stock in a retail business	Level 3	12
Elective	243805	Merchandise products in a retail business	Level 3	12
Elective	243806	Deal with customers in a retail business	Level 3	8
Elective	243809	Run a small business	Level 3	12

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Elective	243810	Control cash in a small business	Level 3	12
Elective	252202	Deal with brand, product and service promotions	Level 4	4
Elective	252210	Handle a range of customer complaints	Level 4	4
Elective	252211	Demonstrate an understanding of the competitive environment and product positioning	Level 4	6
Elective	258157	Explain the processing of transactions in a wholesale and retail outlet	Level 2	6
Elective	258160	Demonstrate knowledge of products in own area of operation in a Wholesale and Retail environment	Level 3	8
Elective	258162	Sell products to customers in a wholesale and retail outlet	Level 3	12
Elective	258175	Break bulk, pack and label stock	Level 2	8
Elective	258215	Present a visual display in a wholesale or retail outlet	Level 3	8

Option 4: Integrated learning programme material set – WR Operations 3: Stock Control in a Distribution Centre

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
63409	National Certificate: Wholesale and Retail Operations Specialisation: Stock Control in a Distribution Centre *Note: Integrated learning programmes (with additional unit standards)*	3	172	R 19 000

The *integrated* unit standard learning material sets have been developed related to the following unit standards:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Learning Programme 1: Core Concepts				
Core	114895	Define the core concepts of the wholesale and retail environment	Level 2	10
Learning Programme 2: Occupational Learning				
Fundamental	119467	Use language and communication in occupational learning programmes	Level 3	5
Fundamental	9012	Investigate life and work related problems using data and probabilities	Level 3	5
Learning Programme 3: Receive Stock				
Compulsory Elective	117901	Receive stock in a DC/Warehouse	Level 3	15
Elective	258175	Break bulk, pack and label stock	Level 2	8
Learning Programme 4: Dispatch Stock				
Compulsory Elective	117891	Dispatch stock from a distribution centre (DC/Warehouse)	Level 3	12
Learning Programme 5: Maintain Stock Balances				
Compulsory Elective	117897	Maintain stock balances in a distribution centre	Level 3	8
Elective	114902	Operate a computer	Level 2	6
Learning Programme 6: Stock Control				
Elective	114891	Count stock for a stock-take	Level 2	5
Elective	243672	Maintain the stockroom	Level 3	10
Learning Programme 7: Theft, Fraud and Safety				
Elective	242668	Demonstrate knowledge and application of the Occupational Health and Safety Act, 85 of 1993 (OHSA) (as amended) and the responsibilities of management in terms of the Act	Level 4	4
Core	258161	Apply theft, fraud and safety controls in a Wholesale and Retail outlet	Level 3	8
Elective	113909	Coach a team member in order to enhance individual performance in work environment	Level 3	4
Elective	117877	Perform one-to-one training on the job	Level 3	4
Learning Programme 8: Customer Service				
Core	258156	Build customer relations in an operational unit	Level 3	10
Elective	258160	Demonstrate knowledge of products in own area of operation in a Wholesale and Retail environment	Level 3	8
Elective	252210	Handle a range of customer complaints	Level 4	4
Learning Programme 9: Verbal Communication				
Elective	9506	Communicate in an assertive manner with clients and fellow workers	Level 3	10
Fundamental	119472	Accommodate audience and context needs in oral/signed communication	Level 3	5
Learning Programme 10: Financial Aspects				
Fundamental	7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	Level 3	5
Core	258155	Explain the factors that impact on the bottom line of a Wholesale and Retail unit	Level 3	10
Learning Programme 11: Mathematical Literacy				
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
Learning Programme 12: Written communication				
Fundamental	119457	Interpret and use information from texts	Level 3	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts	Level 3	5

Note: The above learning programmes are available for sale as individual learning programmes – see Integrated Learning Programmes later in the list.

Option 5: Single unit standard material set – WR Operations 3: Retail Sales

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
63409	National Certificate: Wholesale and Retail Operations Specialisation: Retail Sales *Note: Single unit standards*	3	120	R 15 000

The *individual unit standard* learning material sets have been developed related to the following unit standards:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Core	114895	Define the core concepts of the wholesale and retail environment	Level 2	10
Core	258155	Explain the factors that impact on the bottom line of a Wholesale and Retail unit	Level 3	10
Core	258156	Build customer relations in an operational unit	Level 3	10
Core	258161	Apply theft, fraud and safety controls in a Wholesale and Retail outlet	Level 3	8
Fundamental	7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	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	9012	Investigate life and work related problems using data and probabilities	Level 3	5
Fundamental	9013	Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 3	4
Fundamental	119457	Interpret and use information from texts	Level 3	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts	Level 3	5
Fundamental	119467	Use language and communication in occupational learning programmes	Level 3	5
Fundamental	119472	Accommodate audience and context needs in oral/signed communication	Level 3	5
Specialisation: Retail Sales				
Compulsory Elective	114902	Operate a computer	Level 2	6
Compulsory Elective	258160	Demonstrate knowledge of products in own area of operation in a Wholesale and Retail environment	Level 3	8
Compulsory Elective	258162	Sell products to customers in a wholesale and retail outlet	Level 3	12
Select an additional minimum of 20 credits from the list below				
Elective	9506	Communicate in an assertive manner with clients and fellow workers	Level 4	4
Elective	13883	Apply out-bound Contact Centre Operations within a commercial environment	Level 3	8
Elective	13912	Apply knowledge of self and team in order to develop a plan to enhance team performance	Level 3	5
Elective	13932	Prepare and process documents for financial and banking processes	Level 3	5
Elective	113909	Coach a team member in order to enhance individual performance in work environment	Level 3	5
Elective	113852	Apply occupational health, safety and environmental principles	Level 3	10
Elective	114891	Count stock for a stock-take (in a retail / wholesale outlet)	Level 2	5
Elective	114892	Dispatch stock (in a retail / wholesale outlet)	Level 3	10
Elective	114893	Pack customer purchases at point of sales	Level 2	3
Elective	114896	Receive stock (in a retail / wholesale outlet)	Level 3	12
Elective	117877	Perform one-to-one training on the job	Level 3	4
Elective	242668	Demonstrate knowledge and application of the Occupational Health and Safety Act, 85 of 1993 (OHSA) (as amended) and the responsibilities of management in terms of the Act	Level 4	4
Elective	242811	Prioritise time and work for self and team	Level 4	5
Elective	242816	Conduct a structured meeting	Level 4	5
Elective	242819	Motivate and Build a Team	Level 4	10
Elective	243672	Maintain the stockroom	Level 3	10
Elective	243679	Recommend orders for clients in a fast moving consumer goods environment	Level 3	8
Elective	243680	Take orders from customers	Level 3	12
Elective	243681	Uplift stock for return	Level 3	5
Elective	243712	Address customer queries in a wholesale environment	Level 3	10
Elective	243804	Replenish stock in a retail business	Level 3	12
Elective	243805	Merchandise products in a retail business	Level 3	12
Elective	243806	Deal with customers in a retail business	Level 3	8
Elective	243809	Run a small business	Level 3	12
Elective	243810	Control cash in a small business	Level 3	12
Elective	252202	Deal with brand, product and service promotions	Level 4	4
Elective	252203	Demonstrate an understanding of the target market	Level 4	4

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Elective	252210	Handle a range of customer complaints	Level 4	4
Elective	252211	Demonstrate an understanding of the competitive environment and product positioning	Level 4	6
Elective	258157	Explain the processing of transactions in a wholesale and retail outlet	Level 2	6
Elective	258175	Break bulk, pack and label stock	Level 2	8
Elective	258215	Present a visual display in a wholesale or retail outlet	Level 3	8

Option 6: Single unit standard material set – WR Operations 3: Wholesale Sales

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
63409	National Certificate: Wholesale and Retail Operations Specialisation: Wholesale Sales *Note: Single unit standards*	3	120	R 15 000

The *individual unit standard* learning material sets have been developed related to the following unit standards:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Core	114895	Define the core concepts of the wholesale and retail environment	Level 2	10
Core	258155	Explain the factors that impact on the bottom line of a Wholesale and Retail unit	Level 3	10
Core	258156	Build customer relations in an operational unit	Level 3	10
Core	258161	Apply theft, fraud and safety controls in a Wholesale and Retail outlet	Level 3	8
Fundamental	7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	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	9012	Investigate life and work related problems using data and probabilities	Level 3	5
Fundamental	9013	Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 3	4
Fundamental	119457	Interpret and use information from texts	Level 3	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts	Level 3	5
Fundamental	119467	Use language and communication in occupational learning programmes	Level 3	5
Fundamental	119472	Accommodate audience and context needs in oral/signed communication	Level 3	5
Specialisation: Wholesale Sales				
Compulsory Elective	114902	Operate a computer in a Wholesale/Retail outlet	Level 2	6
Compulsory Elective	243680	Take orders from customers	Level 3	12
Compulsory Elective	243712	Address customer queries in a wholesale environment	Level 3	10
Select an additional minimum of 18 credits from the list below				
Elective	9506	Communicate in an assertive manner with clients and fellow workers	Level 4	4
Elective	13883	Apply out-bound Contact Centre Operations within a commercial environment	Level 3	8
Elective	13912	Apply knowledge of self and team in order to develop a plan to enhance team performance	Level 3	5
Elective	13932	Prepare and process documents for financial and banking processes	Level 3	5
Elective	113909	Coach a team member in order to enhance individual performance in work environment	Level 3	5
Elective	114891	Count stock for a stock-take (in a retail / wholesale outlet)	Level 2	5
Elective	114892	Dispatch stock (in a retail / wholesale outlet)	Level 3	10
Elective	114893	Pack customer purchases at point of sales	Level 2	3
Elective	114896	Receive stock (in a retail / wholesale outlet)	Level 3	12
Elective	117877	Perform one-to-one training on the job	Level 3	4
Elective	242668	Demonstrate knowledge and application of the Occupational Health and Safety Act, 85 of 1993 (OHSA) (as amended) and the responsibilities of management in terms of the Act	Level 4	4
Elective	242811	Prioritise time and work for self and team	Level 4	5
Elective	242816	Conduct a structured meeting	Level 4	5
Elective	242819	Motivate and Build a Team	Level 4	10
Elective	243672	Maintain the stockroom	Level 3	10
Elective	243679	Recommend orders for clients in a fast moving consumer goods environment	Level 3	8
Elective	243681	Uplift stock for return	Level 3	5
Elective	243804	Replenish stock in a retail business	Level 3	12
Elective	243805	Merchandise products in a retail business	Level 3	12
Elective	243806	Deal with customers in a retail business	Level 3	8
Elective	243809	Run a small business	Level 3	12
Elective	243810	Control cash in a small business	Level 3	12
Elective	252202	Deal with brand, product and service promotions	Level 4	4
Elective	252210	Handle a range of customer complaints	Level 4	4
Elective	252211	Demonstrate an understanding of the competitive environment and product positioning	Level 4	6

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Elective	258157	Explain the processing of transactions in a wholesale and retail outlet	Level 2	6
Elective	258160	Demonstrate knowledge of products in own area of operation in a Wholesale and Retail environment	Level 3	8
Elective	258162	Sell products to customers in a wholesale and retail outlet	Level 3	12
Elective	258175	Break bulk, pack and label stock	Level 2	8
Elective	258215	Present a visual display in a wholesale or retail outlet	Level 3	8

Option 7: Single unit standard material set – WR Operations 3: Cosmetics

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
63409	National Certificate: Wholesale and Retail Operations Specialisation: Cosmetics *Note: Single unit standards*	3	120	R 15 000

The *individual unit standard* learning material sets have been developed related to the following unit standards:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Core	114895	Define the core concepts of the wholesale and retail environment	Level 2	10
Core	258155	Explain the factors that impact on the bottom line of a Wholesale and Retail unit	Level 3	10
Core	258156	Build customer relations in an operational unit	Level 3	10
Core	258161	Apply theft, fraud and safety controls in a Wholesale and Retail outlet	Level 3	8
Fundamental	7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	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	9012	Investigate life and work related problems using data and probabilities	Level 3	5
Fundamental	9013	Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 3	4
Fundamental	119457	Interpret and use information from texts	Level 3	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts	Level 3	5
Fundamental	119467	Use language and communication in occupational learning programmes	Level 3	5
Fundamental	119472	Accommodate audience and context needs in oral/signed communication	Level 3	5
Specialisation: Cosmetics				
Compulsory Elective	258176	Advise on and promote colour cosmetic products in a retail environment	Level 3	3
Compulsory Elective	258178	Advise on and promote hair care products in a retail environment	Level 3	3
Compulsory Elective	258158	Advise on and promote nail care products in a retail environment	Level 3	3
Compulsory Elective	258179	Advise on and promote skin care products in a retail environment	Level 3	5
Select an additional minimum of 32 credits from the list below				
Elective	9506	Communicate in an assertive manner with clients and fellow workers	Level 4	4
Elective	13883	Apply out-bound Contact Centre Operations within a commercial environment	Level 3	8
Elective	13912	Apply knowledge of self and team in order to develop a plan to enhance team performance	Level 3	5
Elective	13932	Prepare and process documents for financial and banking processes	Level 3	5
Elective	113909	Coach a team member in order to enhance individual performance in work environment	Level 3	5
Elective	114891	Count stock for a stock-take (in a retail / wholesale outlet)	Level 2	5
Elective	114892	Dispatch stock (in a retail / wholesale outlet)	Level 3	10
Elective	114893	Pack customer purchases at point of sales	Level 2	3
Elective	114896	Receive stock (in a retail / wholesale outlet)	Level 3	12
Elective	114902	Operate a computer in a Wholesale/Retail outlet	Level 2	6
Elective	117877	Perform one-to-one training on the job	Level 3	4
Elective	242668	Demonstrate knowledge and application of the Occupational Health and Safety Act, 85 of 1993 (OHSA) (as amended) and the responsibilities of management in terms of the Act	Level 4	4
Elective	242811	Prioritise time and work for self and team	Level 4	5
Elective	242816	Conduct a structured meeting	Level 4	5
Elective	242819	Motivate and Build a Team	Level 4	10
Elective	243672	Maintain the stockroom	Level 3	10
Elective	243679	Recommend orders for clients in a fast moving consumer goods environment	Level 3	8
Elective	243680	Take orders from customers	Level 3	12
Elective	243681	Uplift stock for return	Level 3	5
Elective	243712	Address customer queries in a wholesale environment	Level 3	10
Elective	243804	Replenish stock in a retail business	Level 3	12
Elective	243805	Merchandise products in a retail business	Level 3	12
Elective	243806	Deal with customers in a retail business	Level 3	8
Elective	243809	Run a small business	Level 3	12
Elective	243810	Control cash in a small business	Level 3	12

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Elective	252202	Deal with brand, product and service promotions	Level 4	4
Elective	252210	Handle a range of customer complaints	Level 4	4
Elective	252211	Demonstrate an understanding of the competitive environment and product positioning	Level 4	6
Elective	258157	Explain the processing of transactions in a wholesale and retail outlet	Level 2	6
Elective	258160	Demonstrate knowledge of products in own area of operation in a Wholesale and Retail environment	Level 3	8
Elective	258162	Sell products to customers in a wholesale and retail outlet	Level 3	12
Elective	258175	Break bulk, pack and label stock	Level 2	8
Elective	258215	Present a visual display in a wholesale or retail outlet	Level 3	8

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Qualification: 67465: NC: Business Administration Services

Option 1: Single unit standard material set

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
67465	National Certificate: Business Administration Services Learning Programme: 23655 *Note: Single unit standards*	3	120	R 15 000

The *individual unit standard* learning material sets have been developed related to the following unit standards:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Core	7567	Produce and use spreadsheets for business	Level 3	5
Core	7570	Produce word processing documents for business	Level 3	5
Core	7573	Demonstrate ability to use the World Wide Web	Level 2	3
Core	7706	Maintain a Booking System	Level 3	3
Core	7785	Function in a business environment	Level 3	4
Core	7796	Maintain a secure working environment	Level 3	1
Core	7860	Introduce new staff to the workplace	Level 3	1
Core	8420	Operate in a team	Level 2	4
Core	9533	Use communication skills to handle and resolve conflict in the workplace	Level 3	3
Core	10170	Demonstrate understanding of employment relations in an organisation	Level 3	3
Core	13929	Co-ordinate meetings, minor events and travel arrangements	Level 3	3
Core	13931	Monitor and control the maintenance of office equipment	Level 3	4
Core	13933	Plan, monitor and control an information system in a business environment	Level 3	3
Core	13934	Plan and prepare meeting communications	Level 3	4
Core	13935	Plan and conduct basic research in an office environment	Level 3	6
Core	13937	Monitor and control office supplies	Level 3	2
Core	14357	Demonstrate an understanding of a selected business environment	Level 4	10
Fundamental	7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	Level 3	5
Fundamental	8968	Accommodate audience and context needs in oral communication	Level 3	5
Fundamental	8969	Interpret and use information from texts	Level 3	5
Fundamental	8970	Write texts for a range of communicative contexts	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	9012	Investigate life and work related problems using data and probabilities	Level 3	5
Fundamental	9013	Describe, apply, analyse and calculate shape and motion in 2- and 3-dimensional space in different contexts	Level 3	4
Fundamental	9960	Communicate verbally and non-verbally in the workplace	Level 3	8
Fundamental	11241	Perform Basic Business Calculations	Level 3	6
Select an additional minimum of 11 credits from the list below				
Elective	7790	Process incoming and outgoing telephone calls	Level 3	3
Elective	13928	Monitor and control reception area	Level 3	4
Elective	13930	Monitor and control the receiving and satisfaction of visitors	Level 3	4
Elective	13932	Prepare and process documents for financial and banking processes	Level 3	5
Elective	117111	Apply knowledge of basic accounting principles to financial services	Level 3	4
Elective	117156	Interpret basic financial statements	Level 4	4
Elective	242810	Manage Expenditure against a budget	Level 4	6

Option 2: Integrated learning programme material set

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
67465	National Certificate: Business Administration Services Learning Programme: 23655 *Note: Integrated learning programmes*	3	120	R 15 000

The *integrated* unit standard learning material sets have been developed related to the following unit standards:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Learning Programme 1: The Business Environment				
Core	14357	Demonstrate an understanding of a selected business environment	Level 4	10
Core	7785	Function in a business environment	Level 3	4
Core	7796	Maintain a secure working environment	Level 3	1
Learning Programme 2: Business Communication				
Fundamental	9960	Communicate verbally and non-verbally in the workplace	Level 3	8
Fundamental	8968	Accommodate audience and context needs in oral communication	Level 3	5
Learning Programme 3: Business Reception				
Elective	13928	Monitor and control reception area	Level 3	4
Elective	13930	Monitor and control the receiving and satisfaction of visitors	Level 3	4
Elective	7790	Process incoming and outgoing telephone calls	Level 3	3
Learning Programme 4: Business Writing Skills				
Fundamental	8969	Interpret and use information from texts	Level 3	5
Fundamental	8970	Write texts for a range of communicative contexts	Level 3	5
Learning Programme 5: Numeracy Skills				
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	9012	Investigate life and work related problems using data and probabilities	Level 3	5
Fundamental	9013	Describe, apply, analyse and calculate shape and motion in 2- and 3-dimensional space in different contexts	Level 3	4
Learning Programme 6: Financial Administration				
Fundamental	7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	Level 3	5
Fundamental	11241	Perform Basic Business Calculations	Level 3	6
Learning Programme 7: PC Skills				
Core	7567	Produce and use spreadsheets for business	Level 3	5
Core	7570	Produce word processing documents for business	Level 3	5
Learning Programme 8: Teamwork Skills				
Core	10170	Demonstrate understanding of employment relations in an organisation	Level 3	3
Core	8420	Operate in a team	Level 2	4
Core	7860	Introduce new staff to the workplace	Level 3	1
Core	9533	Use communication skills to handle and resolve conflict in the workplace	Level 3	3
Learning Programme 9: Meeting Administration				
Core	13929	Co-ordinate meetings, minor events and travel arrangements	Level 3	3
Core	13934	Plan and prepare meeting communications	Level 3	4
Learning Programme 10: Business Administration				
Core	13937	Monitor and control office supplies	Level 3	2
Core	13931	Monitor and control the maintenance of office equipment	Level 3	4
Core	13933	Plan, monitor and control an information system in a business environment	Level 3	3
Core	7706	Maintain a Booking System	Level 3	3
Learning Programme 11: Business Research				
Core	13935	Plan and conduct basic research in an office environment	Level 3	6
Core	7573	Demonstrate ability to use the World Wide Web	Level 2	3

Option 3: Integrated learning programme material set - LARGER FONT

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
67465	National Certificate: Business Administration Services *Note: Integrated learning programmes* **LARGER FONT** *for visually impaired learners*	3	120	R 15 000

The *integrated* unit standard learning material sets have been developed related to the following unit standards:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Learning Programme 1: The Business Environment				
Core	14357	Demonstrate an understanding of a selected business environment	Level 4	10
Core	7785	Function in a business environment	Level 3	4
Core	7796	Maintain a secure working environment	Level 3	1
Learning Programme 2: Business Communication				
Fundamental	9960	Communicate verbally and non-verbally in the workplace	Level 3	8
Fundamental	8968	Accommodate audience and context needs in oral communication	Level 3	5
Learning Programme 3: Business Reception				
Elective	13928	Monitor and control reception area	Level 3	4
Elective	13930	Monitor and control the receiving and satisfaction of visitors	Level 3	4
Elective	7790	Process incoming and outgoing telephone calls	Level 3	3
Learning Programme 4: Business Writing Skills				
Fundamental	8969	Interpret and use information from texts	Level 3	5
Fundamental	8970	Write texts for a range of communicative contexts	Level 3	5
Learning Programme 5: Numeracy Skills				
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	9012	Investigate life and work related problems using data and probabilities	Level 3	5
Fundamental	9013	Describe, apply, analyse and calculate shape and motion in 2- and 3-dimensional space in different contexts	Level 3	4
Learning Programme 6: Financial Administration				
Fundamental	7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	Level 3	5
Fundamental	11241	Perform Basic Business Calculations	Level 3	6
Learning Programme 7: PC Skills				
Core	7567	Produce and use spreadsheets for business	Level 3	5
Core	7570	Produce word processing documents for business	Level 3	5
Learning Programme 8: Teamwork Skills				
Core	10170	Demonstrate understanding of employment relations in an organisation	Level 3	3
Core	8420	Operate in a team	Level 2	4
Core	7860	Introduce new staff to the workplace	Level 3	1
Core	9533	Use communication skills to handle and resolve conflict in the workplace	Level 3	3
Learning Programme 9: Meeting Administration				
Core	13929	Co-ordinate meetings, minor events and travel arrangements	Level 3	3
Core	13934	Plan and prepare meeting communications	Level 3	4
Learning Programme 10: Business Administration				
Core	13937	Monitor and control office supplies	Level 3	2
Core	13931	Monitor and control the maintenance of office equipment	Level 3	4
Core	13933	Plan, monitor and control an information system in a business environment	Level 3	3
Core	7706	Maintain a Booking System	Level 3	3
Learning Programme 11: Business Research				
Core	13935	Plan and conduct basic research in an office environment	Level 3	6
Core	7573	Demonstrate ability to use the World Wide Web	Level 2	3

Qualification: 83946: NC: Management

Option 1: Single unit standard material set

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
83946	National Certificate: Management *Note: Single unit standards*	3	120	R 15 000

The *individual unit standard* learning material sets have been developed related to the following unit standards:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Core	13911	Induct a new member into a team	Level 3	3
Core	13912	Apply knowledge of self and team in order to develop a plan to enhance team performance	Level 3	5
Core	13914	Conduct a formal meeting	Level 3	3
Core	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
Core	13916	Identify and keep the records that a team manager is responsible for keeping	Level 3	4
Core	13917	Indicate the role of a team leader ensuring that a team meets an organisation`s standards	Level 3	6
Core	13919	Investigate and explain the structure of a selected workplace or organisation	Level 3	10
Core	13918	Manage time and the work process in a business environment	Level 3	4
Core	13947	Motivate a team	Level 4	6
Core	14665	Interpret current affairs related to a specific business sector	Level 3	10
Core	14667	Describe and apply the management functions of an organisation	Level 4	10
Fundamental	7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	Level 3	5
Fundamental	8968	Accommodate audience and context needs in oral communication	Level 3	5
Fundamental	8969	Interpret and use information from texts	Level 3	5
Fundamental	8970	Write texts for a range of communicative contexts	Level 3	5
Fundamental	8973	Use language and communication in occupational learning programmes	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	9012	Investigate life and work related problems using data and probabilities	Level 3	5
Fundamental	9013	Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 3	4
Select an additional minimum of 19 credits from the list below				
Elective	7567	Produce and use spreadsheets for business	Level 3	5
Elective	7570	Produce word processing documents for business	Level 3	5
Elective	7571	Demonstrate the ability to use electronic mail software to send and receive messages	Level 2	3
Elective	7573	Demonstrate ability to use the World Wide Web	Level 2	3
Elective	7575	Produce presentation documents for business	Level 3	5
Elective	9302	Access information in order to respond to client enquiries in a financial services environment	Level 3	2
Elective	9303	Communicate verbally with clients in a financial environment	Level 3	3
Elective	10023	Identify internal and external stakeholders	Level 4	4
Elective	13943	Analyse new developments reported in the media that could impact on a business sector or industry	Level 4	10
Elective	13944	Describe the relationship of junior management to the general management function	Level 4	5
Elective	13948	Negotiate an agreement or deal in an authentic work situation	Level 4	5
Elective	15214	Recognise areas in need of change, make recommendations and implement change in the team, department or division	Level 5	3
Elective	15224	Empower team members through recognising strengths, encouraging participation in decision making and delegating tasks	Level 5	4
Elective	15238	Devise and apply strategies to establish and maintain relationships	Level 5	3

Option 2: Integrated learning programme material set

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
[83946](#)	National Certificate: Management *Note: Integrated learning programmes*	3	120	R 15 000

The *integrated* unit standard learning material sets have been developed related to the following unit standards:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Learning Programme 1: Role of the Supervisor				
Core	13912	Apply knowledge of self and team in order to develop a plan to enhance team performance	Level 3	5
Core	13917	Indicate the role of a team leader ensuring that a team meets an organisation`s standards	Level 3	6
Fundamental	8973	Use language and communication in occupational learning programmes	Level 3	5
Learning Programme 2: Supervision as a management function				
Core	13919	Investigate and explain the structure of a selected workplace or organisation	Level 3	10
Fundamental	8969	Interpret and use information from texts	Level 3	5
Elective	13944	Describe the relationship of junior management to the general management function	Level 4	5
Learning Programme 3: External environment of the supervisor				
Core	14665	Interpret current affairs related to a specific business sector	Level 3	10
Elective	13943	Analyse new developments reported in the media that could impact on a business sector or industry	Level 4	10
Fundamental	8970	Write texts for a range of communicative contexts	Level 3	5
Learning Programme 4: Internal environment of the supervisor				
Core	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
Fundamental	9012	Investigate life and work related problems using data and probabilities	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
Learning Programme 5: Functioning as a supervisor				
Core	14667	Describe and apply the management functions of an organisation	Level 4	10
Core	13918	Manage time and the work process in a business environment	Level 3	4
Fundamental	7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	Level 3	5
Learning Programme 6: Building a team				
Core	13947	Motivate a team	Level 4	6
Elective	15224	Empower team members through recognising strengths, encouraging participation in decision making and delegating tasks	Level 5	4
Learning Programme 7: Conducting a meeting as a supervisor				
Core	13914	Conduct a formal meeting	Level 3	3
Fundamental	8968	Accommodate audience and context needs in oral communication	Level 3	5
Learning Programme 8: Dealing with team members				
Core	13911	Induct a new member into a team	Level 3	3
Core	13916	Identify and keep the records that a team manager is responsible for keeping	Level 3	4
Elective	15238	Devise and apply strategies to establish and maintain relationships	Level 5	3

Note: The above learning programmes are available for sale as individual learning programmes – see Integrated Learning Programmes later in the list.

Qualification: 93997: NC: National Certificate: Contact Centre and BPO Support

Option 1: Integrated learning programme material set with Electives 13948 and 116940

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
93997	National Certificate: Contact Centre and Business Process Outsourcing Support Learning Programme: 80566 *Note: Integrated learning programmes* *Option 1 with Electives - 13948 and 116940*	3	124	R 15 000

The *integrated* unit standard learning material sets have been developed related to the following unit standards:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Learning Programme 1: Contact Centre and BPO Practices				
Core	377420	Demonstrate an understanding of Contact Centre and BPO working practices	Level 3	4
Fundamental	119472	Accommodate audience and context needs in oral/signed communication	Level 3	5
Learning Programme 2: Communication skills				
Fundamental	119467	Use language and communication in occupational learning programmes	Level 3	5
Fundamental	119457	Interpret and use information from texts	Level 3	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts	Level 3	5
Learning Programme 3: Mathematical and Financial Literacy				
Fundamental	9013	Describe, apply, analyse and calculate shape and motion in 2- and 3-dimensional space in different contexts	Level 3	4
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	7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	Level 3	5
Learning Programme 4: Call Management				
Core	14348	Process incoming and outgoing telephone calls	Level 2	3
Core	377421	Manage in-bound and/or out-bound calls in a Contact Centre	Level 3	8
Learning Programme 5: Customer Interaction				
Core	377441	Communicate with customers in a Contact Centre and BPO	Level 3	10
Core	377401	Handle a range of customer complaints in a Contact Centre and BPO	Level 3	10
Learning Programme 6: Debt Recovery				
Elective	116608	Demonstrate knowledge and application of ethical conduct in a debt recovery work context	Level 4	6
Elective	116606	Communicate orally with relevant stakeholders in the recovery of debt	Level 4	6
Elective	13948	Negotiate an agreement or deal in an authentic work situation	Level 4	5
Learning Programme 7: Data Processing				
Core	110025	Process data using information technology	Level 4	5
Core	377460	Collect and record information queries and requests from customers	Level 3	6
Elective	259458	Interpret classification systems in order to organise, retrieve and dispose of records	Level 4	8
Learning Programme 8: Problem Solving				
Fundamental	9012	Investigate life and work related problems using data and probabilities	Level 3	5
Elective	116940	Use a Graphical User Interface (GUI)-based spreadsheet application to solve a given problem	Level 3	6
Learning Programme 9: Time and Stress Management				
Core	115772	Use time management techniques to manage time in a financial services environment	Level 2	2
Core	244589	Identify causes of stress and techniques to manage it in the workplace	Level 3	2
Learning Programme 10: Team Performance and Safety Awareness				
Core	13912	Apply knowledge of self and team in order to develop a plan to enhance team performance	Level 3	5
Elective	259639	Explain basic health and safety principles in and around the workplace	Level 2	4

Note: The above learning programmes are available for sale as individual learning programmes – see Integrated Learning Programmes later in the list.

Option 2: Integrated learning programme material set with Electives 13948 and 116598

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
93997	National Certificate: Contact Centre and Business Process Outsourcing Support Learning Programme: 80566 *Note: Integrated learning programmes* *Option 2 with Electives - 13948 and 116598*	3	124	R 15 000

The *integrated* unit standard learning material sets have been developed related to the following unit standards:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Learning Programme 1: Contact Centre and BPO Practices				
Core	377420	Demonstrate an understanding of Contact Centre and BPO working practices	Level 3	4
Fundamental	119472	Accommodate audience and context needs in oral/signed communication	Level 3	5
Learning Programme 2: Communication skills				
Fundamental	119467	Use language and communication in occupational learning programmes	Level 3	5
Fundamental	119457	Interpret and use information from texts	Level 3	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts	Level 3	5
Learning Programme 3: Mathematical and Financial Literacy				
Fundamental	9013	Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 3	4
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	7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	Level 3	5
Fundamental	9012	Investigate life and work related problems using data and probabilities	Level 3	5
Learning Programme 4: Call Management				
Core	14348	Process incoming and outgoing telephone calls	Level 2	3
Core	377421	Manage in-bound and/or out-bound calls in a Contact Centre	Level 3	8
Learning Programme 5: Customer Interaction				
Core	377441	Communicate with customers in a Contact Centre and BPO	Level 3	10
Core	377401	Handle a range of customer complaints in a Contact Centre and BPO	Level 3	10
Learning Programme 6: Debt Recovery				
Elective	116608	Demonstrate knowledge and application of ethical conduct in a debt recovery work context	Level 4	6
Elective	116606	Communicate orally with relevant stakeholders in the recovery of debt	Level 4	6
Elective	13948	Negotiate an agreement or deal in an authentic work situation	Level 4	5
Elective	116598	Compile debtor correspondence in accordance with legislation and standard procedures	Level 4	6
Learning Programme 7: Data Processing				
Core	110025	Process data using information technology	Level 4	5
Core	377460	Collect and record information queries and requests from customers	Level 3	6
Elective	259458	Interpret classification systems in order to organise, retrieve and dispose of records	Level 4	8
Learning Programme 8: Time and Stress Management				
Core	115772	Use time management techniques to manage time in a financial services environment	Level 2	2
Core	244589	Identify causes of stress and techniques to manage it in the workplace	Level 3	2
Learning Programme 9: Team Performance and Safety Awareness				
Core	13912	Apply knowledge of self and team in order to develop a plan to enhance team performance	Level 3	5
Elective	259639	Explain basic health and safety principles in and around the workplace	Level 2	4

Note: The above learning programmes are available for sale as individual learning programmes – see Integrated Learning Programmes later in the list.

Option 3: Integrated learning programme material set with Electives 13948 and 116598 - LARGER FONT

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
93997	National Certificate: Contact Centre and Business Process Outsourcing Support Learning Programme: 80566 *Note: Integrated learning programmes* *Option 2 with Electives - 13948 and 116598* **LARGER FONT** *for impaired learners*	3	124	R 15 000

The *integrated* unit standard learning material sets have been developed related to the following unit standards:
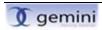
TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Learning Programme 1: Contact Centre and BPO Practices				
Core	377420	Demonstrate an understanding of Contact Centre and BPO working practices	Level 3	4
Fundamental	119472	Accommodate audience and context needs in oral/signed communication	Level 3	5
Learning Programme 2: Communication skills				
Fundamental	119467	Use language and communication in occupational learning programmes	Level 3	5
Fundamental	119457	Interpret and use information from texts	Level 3	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts	Level 3	5
Learning Programme 3: Mathematical and Financial Literacy				
Fundamental	9013	Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 3	4
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	7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	Level 3	5
Fundamental	9012	Investigate life and work related problems using data and probabilities	Level 3	5
Learning Programme 4: Call Management				
Core	14348	Process incoming and outgoing telephone calls	Level 2	3
Core	377421	Manage in-bound and/or out-bound calls in a Contact Centre	Level 3	8
Learning Programme 5: Customer Interaction				
Core	377441	Communicate with customers in a Contact Centre and BPO	Level 3	10
Core	377401	Handle a range of customer complaints in a Contact Centre and BPO	Level 3	10
Learning Programme 6: Debt Recovery				
Elective	116608	Demonstrate knowledge and application of ethical conduct in a debt recovery work context	Level 4	6
Elective	116606	Communicate orally with relevant stakeholders in the recovery of debt	Level 4	6
Elective	13948	Negotiate an agreement or deal in an authentic work situation	Level 4	5
Elective	116598	Compile debtor correspondence in accordance with legislation and standard procedures	Level 4	6
Learning Programme 7: Data Processing				
Core	110025	Process data using information technology	Level 4	5
Core	377460	Collect and record information queries and requests from customers	Level 3	6
Elective	259458	Interpret classification systems in order to organise, retrieve and dispose of records	Level 4	8
Learning Programme 8: Time and Stress Management				
Core	115772	Use time management techniques to manage time in a financial services environment	Level 2	2
Core	244589	Identify causes of stress and techniques to manage it in the workplace	Level 3	2
Learning Programme 9: Team Performance and Safety Awareness				
Core	13912	Apply knowledge of self and team in order to develop a plan to enhance team performance	Level 3	5
Elective	259639	Explain basic health and safety principles in and around the workplace	Level 2	4

NQF4 Qualifications

Note: *All prices quoted are excluding VAT*

Qualification: 49397: NC: Wholesale and Retail Operations Supervision

Option 1: Single unit standard material set

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
49397	National Certificate: Wholesale and Retail Operations Supervision *Note: Single unit standards*	4	120	R 16 500

The *individual unit standard* learning material sets have been developed related to the following unit standards:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Core	13917	Indicate the role of a team leader ensuring that a team meets an organisation's standards	Level 3	6
Core	13947	Motivate a team	Level 4	6
Core	118028	Supervise customer service standards	Level 4	8
Core	118029	Supervise housekeeping and hygiene in a store	Level 4	6
Core	118037	Supervise sales performance	Level 4	8
Core	118043	Supervise stock counts	Level 4	8
Core	118045	Supervise implementation of loss control measures	Level 4	8
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	6
Fundamental	8968	Accommodate audience and context needs in oral communication	Level 3	5
Fundamental	8969	Interpret and use information from texts	Level 3	5
Fundamental	8970	Write texts for a range of communicative contexts	Level 3	5
Fundamental	8974	Engage in sustained oral communication and evaluate spoken texts	Level 4	5
Fundamental	8975	Read analyse and respond to a variety of texts	Level 4	5
Fundamental	8976	Write for a wide range of contexts	Level 4	5
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	6
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 4	4
Fundamental	9302	Access information in order to respond to client enquiries in a financial services environment	Level 3	2
Fundamental	9303	Communicate verbally with clients in a financial environment	Level 3	3
Fundamental	12155	Apply comprehension skills to engage written texts in a business environment	Level 4	5
Select an additional minimum of 14 credits from the list below				
Elective	13911	Induct a new member into a team	Level 3	3
Elective	13914	Conduct a formal meeting	Level 3	3
Elective	13941	Apply the budget function in a business unit	Level 4	5
Elective	13952	Demonstrate basic understanding of the Primary labour legislation that impacts on a business unit	Level 4	8
Elective	14667	Describe and apply the management functions of an organisation	Level 4	10
Elective	117156	Interpret basic financial statements	Level 4	4
Elective	118030	Supervise P.O.S. Operations	Level 4	8
Elective	118033	Supervise promotional activities	Level 4	8
Elective	258156	Build customer relations in an operational unit	Level 3	10

Option 2: Integrated learning programme material set

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
49397	National Certificate: Wholesale and Retail Operations Supervision *Note: Integrated learning programmes*	4	138	R 16 500

The *integrated* learning material sets have been developed in specific modules that are fully integrated:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Learning Programme 1: Lead a Team and Supervise Customer Service Standards				
Core	13917	Indicate the role of a team leader ensuring that a team meets an organisation's standards	Level 3	6
Core	118028	Supervise customer service standards	Level 4	8
Learning Programme 2: Lead and Motivate a Team				
Core	13947	Motivate a team	Level 4	6
Elective	13952	Demonstrate basic understanding of the Primary labour legislation that impacts on a business unit	Level 4	8
Learning Programme 3: Analyse and Supervise Financial Performance				
Elective	117156	Interpret basic financial statements	Level 4	4
Core	118037	Supervise sales performance	Level 4	8
Learning Programme 4: Supervise promotional activities				
Elective	118033	Supervise promotional activities	Level 4	8
Learning Programme 5: Build customer relations				
Elective	258156	Build customer relations in an operational unit	Level 3	10
Learning Programme 6: Supervise Stock Counts, Housekeeping and Loss Control				
Core	118043	Supervise stock counts	Level 4	8
Core	118029	Supervise housekeeping and hygiene in a store	Level 4	6
Core	118045	Supervise implementation of loss control measures	Level 4	8
Learning Programme 7: Fundamental Mathematics				
Fundamental	9016	Represent, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 4	4
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	6
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	8
Learning Programme 8: Fundamental Communication				
Fundamental	8975	Read, analyse and respond to a variety of texts	Level 4	5
Fundamental	12155	Apply comprehension skills to engage written texts in a business environment	Level 4	5
Fundamental	8969	Interpret and use information from texts	Level 3	5
Fundamental	8976	Write for a wide range of contexts	Level 4	5
Fundamental	8970	Write texts for a range of communicative contexts	Level 3	5
Fundamental	8974	Engage in sustained oral communication and evaluate spoken texts	Level 4	5
Fundamental	8968	Accommodate audience and context needs in oral communication	Level 3	5
Fundamental	9303	Communicate verbally with clients in a financial environment	Level 3	3
Fundamental	9302	Access information in order to respond to client enquiries in a financial services environment	Level 3	2

Note: WR SETA does not require 2nd language modules

Note: The above learning programmes are available for sale as individual learning programmes
– see Integrated Learning Programmes later in the list.

Qualification: 50080: FETC: Project Management

Option 1: Single unit standard material set

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
50080	Further Education and Training Certificate: Project Management *Note: Single unit standards*	4	136	R 16 500

The *individual unit standard* learning material sets have been developed related to the following unit standards:
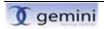
TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Core	120372	Explain fundamentals of project management	Level 4	5
Core	120373	Contribute to project initiation, scope definition and scope change control	Level 4	9
Core	120374	Contribute to the management of project risk within own field of expertise	Level 4	5
Core	120375	Participate in the estimation and preparation of cost budget for a project or sub project and monitor and control actual cost against budget	Level 4	6
Core	120376	Conduct project documentation management to support project processes	Level 4	6
Core	120379	Work as a project team member	Level 4	8
Core	120381	Implement project administration processes according to requirements	Level 4	5
Core	120382	Plan, organise and support project meetings and workshops	Level 4	4
Core	120383	Provide assistance in implementing and assuring project work meets quality requirements	Level 3	6
Core	120384	Develop a simple schedule to facilitate effective project execution	Level 4	8
Core	120387	Monitor, evaluate and communicate simple project schedules	Level 4	4
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	6
Fundamental	8968	Accommodate audience and context needs in oral communication	Level 3	5
Fundamental	8969	Interpret and use information from texts	Level 3	5
Fundamental	8970	Write texts for a range of communicative contexts	Level 3	5
Fundamental	8973	Use language and communication in occupational learning programmes	Level 3	5
Fundamental	8974	Engage in sustained oral communication and evaluate spoken texts	Level 4	5
Fundamental	8975	Read analyse and respond to a variety of texts	Level 4	5
Fundamental	8976	Write for a wide range of contexts	Level 4	5
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	6
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 4	4
Fundamental	12153	Use the writing process to compose texts required in the business environment	Level 4	5
Select an additional minimum of 14 credits from the list below				
Elective	13912	Apply knowledge of self and team in order to develop a plan to enhance team performance	Level 3	5
Elective	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
Elective	120378	Support the project environment and activities to deliver project objectives	Level 5	14
Elective	120385	Apply a range of project management tools and techniques	Level 4	7
Elective	120388	Supervise a project team of a small project to deliver project objectives	Level 5	14
Elective	242819	Motivate and Build a Team	Level 4	10

Option 2: Integrated learning programme material set - version 1

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
[50080](#)	Further Education and Training Certificate: Project Management *Note: Integrated learning programmes* *Version 1 with 8 Learning Programmes and Fundamentals integrated amongst others*	4	136	R 16 500

The *integrated* unit standard learning material sets have been developed related to the following unit standards:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Learning Programme 1: Project Management introduction				
Core	120372	Explain fundamentals of project management	Level 4	5
Core	120373	Contribute to project initiation, scope definition and scope change control	Level 4	9
Learning Programme 2: Assist with project planning				
Core	120379	Work as a project team member	Level 4	8
Core	120384	Develop a simple schedule to facilitate effective project execution	Level 4	8
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 4	4
Learning Programme 3: Participate in project budgeting and risk management				
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	6
Core	120375	Participate in the estimation and preparation of cost budget for a project or sub project and monitor and control actual cost against budget	Level 4	6
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	6
Core	120374	Contribute to the management of project risk within own field of expertise	Level 4	5
Learning Programme 4: Assist with project implementation				
Core	120387	Monitor, evaluate and communicate simple project schedules	Level 4	4
Core	120383	Provide assistance in implementing and assuring project work meets quality requirements	Level 3	6
Learning Programme 5: Support project meetings				
Core	120382	Plan, organise and support project meetings and workshops	Level 4	4
Fundamental	8974	Engage in sustained oral communication and evaluate spoken texts	Level 4	5
Fundamental	8976	Write for a wide range of contexts	Level 4	5
Fundamental	12153	Use the writing process to compose texts required in the business environment	Level 4	5
Learning Programme 6: Use second language communication during the project				
Fundamental	8973	Use language and communication in occupational learning programmes (2nd language)	Level 3	5
Fundamental	8968	Accommodate audience and context needs in oral communication (2nd language)	Level 3	5
Fundamental	8969	Interpret and use information from texts (2nd language)	Level 3	5
Fundamental	8970	Write texts for a range of communicative contexts (2nd language)	Level 3	5
Learning Programme 7: Provide project admin support				
Core	120376	Conduct project documentation management to support project processes	Level 4	6
Fundamental	8975	Read analyse and respond to a variety of texts	Level 4	5
Core	120381	Implement project administration processes according to requirements	Level 4	5
Learning Programme 8: Supervise a project team				
Elective	120388	Supervise a project team of a small project to deliver project objectives	Level 5	14

Note: The above learning programmes are available for sale as individual learning programmes – see Integrated Learning Programmes later in the list.

Option 3: Integrated learning programme material set - version 2

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
50080	Further Education and Training Certificate: Project Management *Note: Integrated learning programmes* *Version 2 with 9 Learning Programmes and the Fundamentals as separate learning programmes*	4	136	R 16 500

The *integrated* unit standard learning material sets have been developed related to the following unit standards:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Learning Programme 1: Project Management introduction				
Core	120372	Explain fundamentals of project management	Level 4	5
Core	120373	Contribute to project initiation, scope definition and scope change control	Level 4	9
Learning Programme 2: Project planning				
Core	120379	Work as a project team member	Level 4	8
Core	120384	Develop a simple schedule to facilitate effective project execution	Level 4	8
Learning Programme 3: Mathematical literacy				
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	6
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3- dimensional space in different contexts	Level 4	4
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	6
Learning Programme 4: Project budgeting and risk management				
Core	120375	Participate in the estimation and preparation of cost budget for a project or sub project and monitor and control actual cost against budget	Level 4	6
Core	120374	Contribute to the management of project risk within own field of expertise	Level 4	5
Learning Programme 5: Project implementation				
Core	120387	Monitor, evaluate and communicate simple project schedules	Level 4	4
Core	120383	Provide assistance in implementing and assuring project work meets quality requirements	Level 3	6
Core	120382	Plan, organise and support project meetings and workshops	Level 4	4
Learning Programme 6: Project Communication				
Fundamental	8974	Engage in sustained oral communication and evaluate spoken texts	Level 4	5
Fundamental	8975	Read analyse and respond to a variety of texts	Level 4	5
Fundamental	8976	Write for a wide range of contexts	Level 4	5
Fundamental	12153	Use the writing process to compose texts required in the business environment	Level 4	5
Learning Programme 7: Project 2nd language communication				
Fundamental	8973	Use language and communication in occupational learning programmes (2nd language)	Level 3	5
Fundamental	8968	Accommodate audience and context needs in oral communication (2nd language)	Level 3	5
Fundamental	8969	Interpret and use information from texts (2nd language)	Level 3	5
Fundamental	8970	Write texts for a range of communicative context (2nd language)	Level 3	5
Learning Programme 8: Project admin support				
Core	120376	Conduct project documentation management to support project processes	Level 4	6
Core	120381	Implement project administration processes according to requirements	Level 4	5
Learning Programme 9: Project supervision				
Elective	120388	Supervise a project team of a small project to deliver project objectives	Level 5	14

Note: The above learning programmes are available for sale as individual learning programmes – see Integrated Learning Programmes later in the list.

Option 4: Integrated learning programme material set - version 1 - LARGER FONT

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
50080	Further Education and Training Certificate: Project Management *Note: Integrated learning programmes based on version 1 material set* **LARGER FONT** *for impaired learners*	4	136	R 16 500

The *integrated* unit standard learning material sets have been developed related to the following unit standards:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Learning Programme 1: Project Management introduction				
Core	120372	Explain fundamentals of project management	Level 4	5
Core	120373	Contribute to project initiation, scope definition and scope change control	Level 4	9
Learning Programme 2: Assist with project planning				
Core	120379	Work as a project team member	Level 4	8
Core	120384	Develop a simple schedule to facilitate effective project execution	Level 4	8
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 4	4
Learning Programme 3: Participate in project budgeting and risk management				
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	6
Core	120375	Participate in the estimation and preparation of cost budget for a project or sub project and monitor and control actual cost against budget	Level 4	6
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	6
Core	120374	Contribute to the management of project risk within own field of expertise	Level 4	5
Learning Programme 4: Assist with project implementation				
Core	120387	Monitor, evaluate and communicate simple project schedules	Level 4	4
Core	120383	Provide assistance in implementing and assuring project work meets quality requirements	Level 3	6
Learning Programme 5: Support project meetings				
Core	120382	Plan, organise and support project meetings and workshops	Level 4	4
Fundamental	8974	Engage in sustained oral communication and evaluate spoken texts	Level 4	5
Fundamental	8976	Write for a wide range of contexts	Level 4	5
Fundamental	12153	Use the writing process to compose texts required in the business environment	Level 4	5
Learning Programme 6: Use second language communication during the project				
Fundamental	8973	Use language and communication in occupational learning programmes (2nd language)	Level 3	5
Fundamental	8968	Accommodate audience and context needs in oral communication (2nd language)	Level 3	5
Fundamental	8969	Interpret and use information from texts (2nd language)	Level 3	5
Fundamental	8970	Write texts for a range of communicative contexts (2nd language)	Level 3	5
Learning Programme 7: Provide project admin support				
Core	120376	Conduct project documentation management to support project processes	Level 4	6
Fundamental	8975	Read analyse and respond to a variety of texts	Level 4	5
Core	120381	Implement project administration processes according to requirements	Level 4	5
Learning Programme 8: Supervise a project team				
Elective	120388	Supervise a project team of a small project to deliver project objectives	Level 5	14

Qualification: 50081: FETC: Leadership Development

Option 1: Single unit standard material set

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
50081	Further Education and Training Certificate: Leadership Development *Note: Single unit standards*	4	160	R 16 500

The *individual unit standard* learning material sets have been developed related to the following unit standards:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Core	14534	Apply knowledge of community issues in relation to development projects	Level 3	4
Core	113955	Apply the Batho Pele principles to own work role and context	Level 3	4
Core	113960	Demonstrate and apply knowledge of the ethical standards in the Public Sector	Level 4	4
Core	114585	Plan strategically to improve business performance	Level 4	4
Core	120300	Analyse leadership and related theories in a work context	Level 5	8
Core	120305	Analyse the role that emotional intelligence plays in leadership	Level 5	8
Core	120311	Apply visionary leadership to develop strategy	Level 5	10
Core	120389	Explain and apply the concept, principles and theories of motivation in a leadership context	Level 4	6
Core	120390	Develop and apply a service culture to a leadership role	Level 4	8
Core	120391	Apply leadership skills to relationship management	Level 4	8
Core	120392	Apply the concept and principles of knowledge management to leadership	Level 4	8
Core	120393	Explain and apply legislation and policies applicable to leadership in a specific sector or context	Level 4	10
Core	120394	Apply communication principles, strategies and processes in a leadership role	Level 4	6
Fundamental	8968	Accommodate audience and context needs in oral communication	Level 3	5
Fundamental	8969	Interpret and use information from texts	Level 3	5
Fundamental	8970	Write texts for a range of communicative contexts	Level 3	5
Fundamental	8972	Interpret a variety of literary texts	Level 3	5
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	6
Fundamental	8974	Engage in sustained oral communication and evaluate spoken texts	Level 4	5
Fundamental	8975	Read analyse and respond to a variety of texts	Level 4	5
Fundamental	8976	Write for a wide range of contexts	Level 4	5
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	6
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 4	4
Fundamental	12153	Use the writing process to compose texts required in the business environment	Level 4	5
Select an additional minimum of 16 credits and a minimum of three Unit Standards from the list below				
Elective	15216	Create opportunities for innovation and lead projects to meet innovative ideas	Level 5	4
Elective	114226	Interpret and manage conflicts within the workplace	Level 5	8
Elective	115407	Apply the principles of change management in the workplace	Level 5	10
Elective	116949	Establish how a value system underpins organisational transformation	Level 5	12
Elective	10140	Apply a range of project management tools	Level 4	8
Elective	14667	Describe and apply the management functions of an organization	Level 4	10

Qualification: 57712: FETC: Generic Management

Option 1: Single unit standard material set: LP 74630: General Management

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
57712	Further Education and Training Certificate: Generic Management Learning Programme: 74630: General Management (SSETA) *Note: Single unit standards*	4	150	R 16 500

The *individual unit standard* learning material sets have been developed related to the following unit standards:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Core	242810	Manage Expenditure against a budget	Level 4	6
Core	242811	Prioritise time and work for self and team	Level 4	5
Core	242815	Apply the organisation's code of conduct in a work environment	Level 4	5
Core	242816	Conduct a structured meeting	Level 4	5
Core	242817	Solve problems, make decisions and implement solutions	Level 4	8
Core	242819	Motivate and Build a Team	Level 4	10
Core	242821	Identify responsibilities of a team leader in ensuring that organisational standards are met	Level 4	6
Core	242822	Employ a systematic approach to achieving objectives	Level 4	10
Core	242824	Apply leadership concepts in a work context	Level 4	12
Core	242829	Monitor the level of service to a range of customers	Level 4	5
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	6
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	6
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 4	4
Fundamental	12153	Use the writing process to compose texts required in the business environment	Level 4	5
Fundamental	119457	Interpret and use information from texts [2nd language]	Level 3	5
Fundamental	119459	Write/present/sign for a wide range of contexts	Level 4	5
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	Level 4	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts [2nd language]	Level 3	5
Fundamental	119467	Use language and communication in occupational learning programmes [2nd language]	Level 3	5
Fundamental	119469	Read/view, analyse and respond to a variety of texts	Level 4	5
Fundamental	119472	Accommodate audience and context needs in oral/signed communication [2nd language]	Level 3	5
Specialisation: General Management (Learning Programme ID 74630):				
Select an additional minimum of 22 credits from the list below				
Elective	11473	Manage individual and team performance	Level 4	8
Elective	13915	Demonstrate understanding of HIV/AIDS and its impact on the workplace	Level 3	4
Elective	13952	Demonstrate basic understanding of the Primary labour legislation that impacts on a business unit	Level 4	8
Elective	113852	Apply occupational health, safety and environmental principles	Level 3	10
Elective	242668	Demonstrate knowledge and application of the Occupational Health and Safety Act, 85 of 1993 (OHSA) (as amended) and the responsibilities of management in terms of the Act	Level 4	4
Elective	242812	Induct a member into a team	Level 3	4
Elective	242813	Explain the contribution made by own area of responsibility to the overall organisational strategy	Level 4	5
Elective	242814	Identify and explain the core and support functions of an organisation	Level 3	6
Elective	242818	Describe the relationship of junior management to other roles	Level 4	5
Elective	242820	Maintain records for a team	Level 3	4
Elective	242840	Make oral presentations	Level 4	2
Elective	251960	Identify and describe disaster related risks and threatening situations utilising basic disaster management concepts and indigenous knowledge	Level 3	5

Option 2: Integrated learning programme material set - LP 74630: General Management

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
57712	Further Education and Training Certificate: Generic Management Learning Programme: 74630: General Management (SSETA) *Note: Integrated learning programmes*	4	150	R 16 500

The *integrated* learning material sets have been developed in specific modules that are fully integrated:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Learning Programme 1: The role of the manager				
Elective	242818	Describe the relationship of junior management to other management roles	Level 4	5
Core	242821	Identify responsibilities of a team leader in ensuring that organisational standards are met	Level 4	6
Elective	13952	Demonstrate basic understanding of the Primary labour legislation that impacts on a business unit	Level 4	8
Learning Programme 2: Occupational learning and second language communication				
Fundamental	119467	Use language and communication in occupational learning programmes (2nd language)	Level 3	5
Fundamental	119472	Accommodate audience and context needs in oral/signed communication (2nd language)	Level 3	5
Fundamental	119457	Interpret and use information from texts (2nd language)	Level 3	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts (2nd language)	Level 3	5
Learning Programme 3: Business communication				
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	Level 4	5
Fundamental	119469	Read/view, analyse and respond to a variety of texts	Level 4	5
Fundamental	119459	Write/present/sign for a wide range of contexts	Level 4	5
Fundamental	12153	Use the writing process to compose texts required in the business environment	Level 4	5
Learning Programme 4: Problem-solving				
Core	242817	Solve problems, make decisions and implement solutions	Level 4	8
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	6
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 4	4
Learning Programme 5: Leading and motivating a team				
Core	242824	Apply leadership concepts in a work context	Level 4	12
Core	242819	Motivate and Build a Team	Level 4	10
Learning Programme 6: The code of conduct and customer service standards				
Core	242816	Conduct a structured meeting	Level 4	5
Core	242815	Apply the organisation's code of conduct in a work environment	Level 4	5
Core	242829	Monitor the level of service to a range of customers	Level 4	5
Learning Programme 7: Time management				
Core	242811	Prioritise time and work for self and team	Level 4	5
Core	242822	Employ a systematic approach to achieving objectives	Level 4	10
Learning Programme 8: Performance management				
Elective	242813	Explain the contribution made by own area of responsibility to the overall organisational strategy	Level 4	5
Elective	11473	Manage individual and team performance	Level 4	8
Learning Programme 9: Budgeting				
Core	242810	Manage Expenditure against a budget	Level 4	6
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	6

Note: The above learning programmes are available for sale as individual learning programmes – see Integrated Learning Programmes later in the list.

Option 3: Integrated learning programme material set - LP 74630: General Management – without Fundamentals

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
57712	Further Education and Training Certificate: Generic Management Learning Programme: 74630: General Management *Note: Integrated learning programmes without Fundamental Unit standards*	4	150	R 16 500

The *integrated* learning material sets have been developed in specific modules that are fully integrated:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Learning Programme 1: The role of the manager				
Elective	242818	Describe the relationship of junior management to other management roles	Level 4	5
Core	242821	Identify responsibilities of a team leader in ensuring that organisational standards are met	Level 4	6
Elective	13952	Demonstrate basic understanding of the Primary labour legislation that impacts on a business unit	Level 4	8
Learning Programme 2: Problem-solving				
Core	242817	Solve problems, make decisions and implement solutions	Level 4	8
Learning Programme 3: Leading and motivating a team				
Core	242824	Apply leadership concepts in a work context	Level 4	12
Core	242819	Motivate and Build a Team	Level 4	10
Learning Programme 4: The code of conduct and customer service standards				
Core	242816	Conduct a structured meeting	Level 4	5
Core	242815	Apply the organisation's code of conduct in a work environment	Level 4	5
Core	242829	Monitor the level of service to a range of customers	Level 4	5
Learning Programme 5: Time management				
Core	242811	Prioritise time and work for self and team	Level 4	5
Core	242822	Employ a systematic approach to achieving objectives	Level 4	10
Learning Programme 6: Performance management				
Elective	242813	Explain the contribution made by own area of responsibility to the overall organisational strategy	Level 4	5
Elective	11473	Manage individual and team performance	Level 4	8
Learning Programme 9: Budgeting				
Core	242810	Manage Expenditure against a budget	Level 4	6

Note: The above learning programmes are available for sale as individual learning programmes – see Integrated Learning Programmes later in the list.

Option 4: Single unit standard material set: LP 58344: Administration

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
57712	Further Education and Training Certificate: Generic Management Learning Programme: 58344: Administration (SSETA) *Note: Single unit standards*	4	150	R 16 500

The *individual unit standard* learning material sets have been developed related to the following unit standards:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Core	242810	Manage Expenditure against a budget	Level 4	6
Core	242811	Prioritise time and work for self and team	Level 4	5
Core	242815	Apply the organisation's code of conduct in a work environment	Level 4	5
Core	242816	Conduct a structured meeting	Level 4	5
Core	242817	Solve problems, make decisions and implement solutions	Level 4	8
Core	242819	Motivate and Build a Team	Level 4	10
Core	242821	Identify responsibilities of a team leader in ensuring that organisational standards are met	Level 4	6
Core	242822	Employ a systematic approach to achieving objectives	Level 4	10
Core	242824	Apply leadership concepts in a work context	Level 4	12
Core	242829	Monitor the level of service to a range of customers	Level 4	5
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	6
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	6
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 4	4
Fundamental	12153	Use the writing process to compose texts required in the business environment	Level 4	5
Fundamental	119457	Interpret and use information from texts [2nd language]	Level 3	5
Fundamental	119459	Write/present/sign for a wide range of contexts	Level 4	5
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	Level 4	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts [2nd language]	Level 3	5
Fundamental	119467	Use language and communication in occupational learning programmes [2nd language]	Level 3	5
Fundamental	119469	Read/view, analyse and respond to a variety of texts	Level 4	5
Fundamental	119472	Accommodate audience and context needs in oral/signed communication [2nd language]	Level 3	5
Specialisation: Administration (Learning Programme ID 58344):				
Select an additional minimum of 22 credits from the list below				
Elective	11473	Manage individual and team performance	Level 4	8
Elective	13915	Demonstrate understanding of HIV/AIDS and its impact on the workplace	Level 3	4
Elective	113852	Apply occupational health, safety and environmental principles	Level 3	10
Elective	114877	Formulate and implement an action plan to improve productivity within an organisational unit	Level 4	8
Elective	118043	Supervise stock counts	Level 4	8
Elective	118045	Supervise implementation of loss control measures	Level 4	8
Elective	242812	Induct a member into a team	Level 3	4
Elective	242813	Explain the contribution made by own area of responsibility to the overall organisational strategy	Level 4	5
Elective	242814	Identify and explain the core and support functions of an organisation	Level 3	6
Elective	242818	Describe the relationship of junior management to other roles	Level 4	5
Elective	242820	Maintain records for a team	Level 4	2
Elective	251960	Identify and describe disaster related risks and threatening situations utilising basic disaster management concepts and indigenous knowledge	Level 3	5

Option 5: Single unit standard material set: LP 64870: Disaster Risk Management

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
57712	Further Education and Training Certificate: Generic Management Learning Programme: 64870: Disaster Risk Management (LG SETA) *Note: Single unit standards*	4	150	R 16 500

The *individual unit standard* learning material sets have been developed related to the following unit standards:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Core	242810	Manage Expenditure against a budget	Level 4	6
Core	242811	Prioritise time and work for self and team	Level 4	5
Core	242815	Apply the organisation's code of conduct in a work environment	Level 4	5
Core	242816	Conduct a structured meeting	Level 4	5
Core	242817	Solve problems, make decisions and implement solutions	Level 4	8
Core	242819	Motivate and Build a Team	Level 4	10
Core	242821	Identify responsibilities of a team leader in ensuring that organisational standards are met	Level 4	6
Core	242822	Employ a systematic approach to achieving objectives	Level 4	10
Core	242824	Apply leadership concepts in a work context	Level 4	12
Core	242829	Monitor the level of service to a range of customers	Level 4	5
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	6
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	6
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 4	4
Fundamental	12153	Use the writing process to compose texts required in the business environment	Level 4	5
Fundamental	119457	Interpret and use information from texts [2nd language]	Level 3	5
Fundamental	119459	Write/present/sign for a wide range of contexts	Level 4	5
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	Level 4	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts [2nd language]	Level 3	5
Fundamental	119467	Use language and communication in occupational learning programmes [2nd language]	Level 3	5
Fundamental	119469	Read/view, analyse and respond to a variety of texts	Level 4	5
Fundamental	119472	Accommodate audience and context needs in oral/signed communication [2nd language]	Level 3	5
Specialisation: Disaster Risk Management (Learning Programme ID 64870):				
Select an additional minimum of 22 credits from the list below				
Elective	11473	Manage individual and team performance	Level 4	8
Elective	13915	Demonstrate understanding of HIV/AIDS and its impact on the workplace	Level 3	4
Elective	242812	Induct a member into a team	Level 3	4
Elective	242813	Explain the contribution made by own area of responsibility to the overall organisational strategy	Level 4	5
Elective	242814	Identify and explain the core and support functions of an organisation	Level 3	6
Elective	242818	Describe the relationship of junior management to other roles	Level 4	5
Elective	242820	Maintain records for a team	Level 4	2
Elective	251960	Identify and describe disaster related risks and threatening situations utilising basic disaster management concepts and indigenous knowledge	Level 3	5

Option 6: Single unit standard material set: LP 93950: Human Resource Support

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
57712	Further Education and Training Certificate: Generic Management Learning Programme: 93950: Human Resource Support (SABPP) *Note: Single unit standards*	4	150	R 16 500

The *individual unit standard* learning material sets have been developed related to the following unit standards:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Core	242810	Manage Expenditure against a budget	Level 4	6
Core	242811	Prioritise time and work for self and team	Level 4	5
Core	242815	Apply the organisation's code of conduct in a work environment	Level 4	5
Core	242816	Conduct a structured meeting	Level 4	5
Core	242817	Solve problems, make decisions and implement solutions	Level 4	8
Core	242819	Motivate and Build a Team	Level 4	10
Core	242821	Identify responsibilities of a team leader in ensuring that organisational standards are met	Level 4	6
Core	242822	Employ a systematic approach to achieving objectives	Level 4	10
Core	242824	Apply leadership concepts in a work context	Level 4	12
Core	242829	Monitor the level of service to a range of customers	Level 4	5
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	6
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	6
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 4	4
Fundamental	12153	Use the writing process to compose texts required in the business environment	Level 4	5
Fundamental	119457	Interpret and use information from texts [2nd language]	Level 3	5
Fundamental	119459	Write/present/sign for a wide range of contexts	Level 4	5
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	Level 4	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts [2nd language]	Level 3	5
Fundamental	119467	Use language and communication in occupational learning programmes [2nd language]	Level 3	5
Fundamental	119469	Read/view, analyse and respond to a variety of texts	Level 4	5
Fundamental	119472	Accommodate audience and context needs in oral/signed communication [2nd language]	Level 3	5
Specialisation: Human Resource Support (Learning Programme ID 93950):				
Select an additional minimum of 22 credits from the list below				
Elective	10978	Recruit and select candidates to fill defined positions	Level 4	10
Elective	11473	Manage individual and team performance	Level 4	8
Elective	13934	Plan and prepare meeting communications	Level 3	4
Elective	113909	Coach a team member in order to enhance individual performance in work environment	Level 3	5
Elective	114941	Apply knowledge of HIV/AIDS to a specific business sector and a workplace	Level 3	4
Elective	117877	Perform one-to-one training on the job	Level 3	4
Elective	242655	Demonstrate knowledge and application of ethical conduct in a business environment	Level 4	4

Option 7: Integrated learning programme material set - LP 83987: Inventory and Inventory Control

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
57712	Further Education and Training Certificate: Generic Management Learning Programme: 83987: Inventory and Inventory Control (MERSETA) *Note: Integrated learning programmes*	4	150	R 16 500

The *integrated* learning material sets have been developed in specific modules that are fully integrated:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Learning Programme 1: Lead and motivate a team				
Core	242824	Apply leadership concepts in a work context	Level 4	12
Core	242819	Motivate and Build a Team	Level 4	10
Learning Programme 2: Occupational learning and second language communication				
Fundamental	119467	Use language and communication in occupational learning programmes (2nd language)	Level 3	5
Fundamental	119472	Accommodate audience and context needs in oral/signed communication (2nd language)	Level 3	5
Fundamental	119457	Interpret and use information from texts (2nd language)	Level 3	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts (2nd language)	Level 3	5
Learning Programme 3: Business communication				
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	Level 4	5
Fundamental	119469	Read/view, analyse and respond to a variety of texts	Level 4	5
Fundamental	119459	Write/present/sign for a wide range of contexts	Level 4	5
Fundamental	12153	Use the writing process to compose texts required in the business environment	Level 4	5
Learning Programme 4: Problem-solving				
Core	242817	Solve problems, make decisions and implement solutions	Level 4	8
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	6
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 4	4
Learning Programme 5: Time management				
Core	242821	Identify responsibilities of a team leader in ensuring that organisational standards are met	Level 4	6
Core	242811	Prioritise time and work for self and team	Level 4	5
Core	242822	Employ a systematic approach to achieving objectives	Level 4	10
Learning Programme 6: The code of conduct and customer service standards				
Core	242816	Conduct a structured meeting	Level 4	5
Core	242815	Apply the organisation's code of conduct in a work environment	Level 4	5
Core	242829	Monitor the level of service to a range of customers	Level 4	5
Learning Programme 7: Budgeting				
Core	242810	Manage Expenditure against a budget	Level 4	6
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	6
Learning Programme 8: Inventory control				
Elective	377361	Understand the role of inventory and ordering costs	Level 3	5
Elective	377363	Apply inventory replenishment and distribution systems	Level 4	8
Elective	377364	Discuss the role of inventory in a manufacturing environment	Level 3	10

Note: The above learning programmes are available for sale as individual learning programmes – see Integrated Learning Programmes later in the list.

Option 8: Integrated learning programme material set - LP 83989: Manufacturing Control

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
57712	Further Education and Training Certificate: Generic Management Learning Programme: 83989: Manufacturing Control (MERSETA) *Note: Integrated learning programmes*	4	150	R 16 500

The *integrated* learning material sets have been developed in specific modules that are fully integrated:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Learning Programme 1: Lead and motivate a team				
Core	242824	Apply leadership concepts in a work context	Level 4	12
Core	242819	Motivate and Build a Team	Level 4	10
Learning Programme 2: Occupational learning and second language communication				
Fundamental	119467	Use language and communication in occupational learning programmes (2nd language)	Level 3	5
Fundamental	119472	Accommodate audience and context needs in oral/signed communication (2nd language)	Level 3	5
Fundamental	119457	Interpret and use information from texts (2nd language)	Level 3	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts (2nd language)	Level 3	5
Learning Programme 3: Business communication				
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	Level 4	5
Fundamental	119469	Read/view, analyse and respond to a variety of texts	Level 4	5
Fundamental	119459	Write/present/sign for a wide range of contexts	Level 4	5
Fundamental	12153	Use the writing process to compose texts required in the business environment	Level 4	5
Learning Programme 4: Problem-solving				
Core	242817	Solve problems, make decisions and implement solutions	Level 4	8
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	6
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 4	4
Learning Programme 5: Time management				
Core	242821	Identify responsibilities of a team leader in ensuring that organisational standards are met	Level 4	6
Core	242811	Prioritise time and work for self and team	Level 4	5
Core	242822	Employ a systematic approach to achieving objectives	Level 4	10
Learning Programme 6: The code of conduct and customer service standards				
Core	242816	Conduct a structured meeting	Level 4	5
Core	242815	Apply the organisation's code of conduct in a work environment	Level 4	5
Core	242829	Monitor the level of service to a range of customers	Level 4	5
Learning Programme 7: Budgeting				
Core	242810	Manage Expenditure against a budget	Level 4	6
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	6
Learning Programme 8: Inventory control				
Elective	377360	Discuss Just in Time (JIT) and Lean Manufacturing	Level 3	5
Elective	377381	Apply Total Quality Management (TQM)	Level 4	8
Elective	377380	Describe the functions of purchasing and procurement	Level 4	5
Elective	377386	Perform material requirements planning (MRP)	Level 4	5

Note: The above learning programmes are available for sale as individual learning programmes – see Integrated Learning Programmes later in the list.

Option 9: Single unit standard material set: LP 79286: Process Manufacturing

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
57712	Further Education and Training Certificate: Generic Management Learning Programme: 79286: Process Manufacturing (MERSETA) *Note: Single unit standards*	4	150	R 16 500

The *individual unit standard* learning material sets have been developed related to the following unit standards:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Core	242810	Manage Expenditure against a budget	Level 4	6
Core	242811	Prioritise time and work for self and team	Level 4	5
Core	242815	Apply the organisation's code of conduct in a work environment	Level 4	5
Core	242816	Conduct a structured meeting	Level 4	5
Core	242817	Solve problems, make decisions and implement solutions	Level 4	8
Core	242819	Motivate and Build a Team	Level 4	10
Core	242821	Identify responsibilities of a team leader in ensuring that organisational standards are met	Level 4	6
Core	242822	Employ a systematic approach to achieving objectives	Level 4	10
Core	242824	Apply leadership concepts in a work context	Level 4	12
Core	242829	Monitor the level of service to a range of customers	Level 4	5
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	6
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	6
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 4	4
Fundamental	12153	Use the writing process to compose texts required in the business environment	Level 4	5
Fundamental	119457	Interpret and use information from texts [2nd language]	Level 3	5
Fundamental	119459	Write/present/sign for a wide range of contexts	Level 4	5
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	Level 4	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts [2nd language]	Level 3	5
Fundamental	119467	Use language and communication in occupational learning programmes [2nd language]	Level 3	5
Fundamental	119469	Read/view, analyse and respond to a variety of texts	Level 4	5
Fundamental	119472	Accommodate audience and context needs in oral/signed communication [2nd language]	Level 3	5
Specialisation: Process Manufacturing (Learning Programme ID 79286)				
Select an additional minimum of 22 credits from the list below				
Elective	11473	Manage individual and team performance	Level 4	8
Elective	110009	Manage administration records	Level 4	4
Elective	114877	Formulate and implement an action plan to improve productivity within an organisational unit	Level 4	8
Elective	252024	Evaluate current practices against best practice	Level 5	4
Elective	255514	Conduct a disciplinary hearing	Level 45	15

Option 10: Single unit standard material set: LP 58346: Public Administration

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
57712	Further Education and Training Certificate: Generic Management Learning Programme: 58346: Public Administration (PSETA) *Note: Single unit standards*	4	150	R 16 500

The *individual unit standard* learning material sets have been developed related to the following unit standards:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Core	242810	Manage Expenditure against a budget	Level 4	6
Core	242811	Prioritise time and work for self and team	Level 4	5
Core	242815	Apply the organisation's code of conduct in a work environment	Level 4	5
Core	242816	Conduct a structured meeting	Level 4	5
Core	242817	Solve problems, make decisions and implement solutions	Level 4	8
Core	242819	Motivate and Build a Team	Level 4	10
Core	242821	Identify responsibilities of a team leader in ensuring that organisational standards are met	Level 4	6
Core	242822	Employ a systematic approach to achieving objectives	Level 4	10
Core	242824	Apply leadership concepts in a work context	Level 4	12
Core	242829	Monitor the level of service to a range of customers	Level 4	5
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	6
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	6
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 4	4
Fundamental	12153	Use the writing process to compose texts required in the business environment	Level 4	5
Fundamental	119457	Interpret and use information from texts [2nd language]	Level 3	5
Fundamental	119459	Write/present/sign for a wide range of contexts	Level 4	5
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	Level 4	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts [2nd language]	Level 3	5
Fundamental	119467	Use language and communication in occupational learning programmes [2nd language]	Level 3	5
Fundamental	119469	Read/view, analyse and respond to a variety of texts	Level 4	5
Fundamental	119472	Accommodate audience and context needs in oral/signed communication [2nd language]	Level 3	5
Specialisation: Public Administration (Learning Programme ID 58346)				
Select an additional minimum of 22 credits from the list below				
Elective	11473	Manage individual and team performance	Level 4	8
Elective	13915	Demonstrate understanding of HIV/AIDS and its impact on the workplace	Level 3	4
Elective	114215	Mentor a colleague to enhance the individual`s knowledge, skills, values and attitudes in a selected career path	Level 4	3
Elective	120381	Implement project administration processes according to requirements	Level 4	5
Elective	242812	Induct a member into a team	Level 3	4
Elective	242813	Explain the contribution made by own area of responsibility to the overall organisational strategy	Level 4	5
Elective	242814	Identify and explain the core and support functions of an organisation	Level 3	6
Elective	242818	Describe the relationship of junior management to other roles	Level 4	5
Elective	242820	Maintain records for a team	Level 3	4
Elective	251960	Identify and describe disaster related risks and threatening situations utilising basic disaster management concepts and indigenous knowledge	Level 3	5

Option 11: Single unit standard material set: LP 63333: Wholesale and Retail Management

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
[57712](#)	Further Education and Training Certificate: Generic Management Learning Programme: 63333: Wholesale and Retail Management (W&RSETA) *Note: Single unit standards*	4	150	R 16 500

The *individual unit standard* learning material sets have been developed related to the following unit standards:

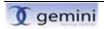| TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Core	242810	Manage Expenditure against a budget	Level 4	6
Core	242811	Prioritise time and work for self and team	Level 4	5
Core	242815	Apply the organisation's code of conduct in a work environment	Level 4	5
Core	242816	Conduct a structured meeting	Level 4	5
Core	242817	Solve problems, make decisions and implement solutions	Level 4	8
Core	242819	Motivate and Build a Team	Level 4	10
Core	242821	Identify responsibilities of a team leader in ensuring that organisational standards are met	Level 4	6
Core	242822	Employ a systematic approach to achieving objectives	Level 4	10
Core	242824	Apply leadership concepts in a work context	Level 4	12
Core	242829	Monitor the level of service to a range of customers	Level 4	5
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	6
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	6
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 4	4
Fundamental	12153	Use the writing process to compose texts required in the business environment	Level 4	5
Fundamental	119457	Interpret and use information from texts [2nd language]	Level 3	5
Fundamental	119459	Write/present/sign for a wide range of contexts	Level 4	5
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	Level 4	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts [2nd language]	Level 3	5
Fundamental	119467	Use language and communication in occupational learning programmes [2nd language]	Level 3	5
Fundamental	119469	Read/view, analyse and respond to a variety of texts	Level 4	5
Fundamental	119472	Accommodate audience and context needs in oral/signed communication [2nd language]	Level 3	5
Specialisation: Wholesale and Retail Management (Learning Programme ID 63333)				
Select an additional minimum of 22 credits from the list below				
Elective	11473	Manage individual and team performance	Level 4	8
Elective	13915	Demonstrate understanding of HIV/AIDS and its impact on the workplace	Level 3	4
Elective	114589	Manage time productively	Level 4	4
Elective	118028	Supervise customer service standards	Level 4	8
Elective	118029	Supervise housekeeping and hygiene in a store	Level 4	6
Elective	118030	Supervise P.O.S. Operations	Level 4	8
Elective	118033	Supervise promotional activities	Level 4	8
Elective	118037	Supervise sales performance	Level 4	8
Elective	118043	Supervise stock counts	Level 4	8
Elective	118045	Supervise implementation of loss control measures	Level 4	8
Elective	242812	Induct a member into a team	Level 3	4
Elective	242813	Explain the contribution made by own area of responsibility to the overall organisational strategy	Level 4	5
Elective	242814	Identify and explain the core and support functions of an organisation	Level 3	6
Elective	242818	Describe the relationship of junior management to other roles	Level 4	5
Elective	242820	Maintain records for a team	Level 3	4
Elective	251960	Identify and describe disaster related risks and threatening situations utilising basic disaster management concepts and indigenous knowledge	Level 3	5

Option 12: Integrated learning programme material set - LP 63333: Wholesale and Retail Management

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
[57712](#)	Further Education and Training Certificate: Generic Management Learning Programme: 63333: Wholesale and Retail Management (W&RSETA) *Note: Integrated learning programmes*	4	150	R 16 500

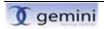The *integrated* learning material sets have been developed in specific modules that are fully integrated:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Learning Programme 1: The Manager				
Elective	242818	Describe the relationship of junior management to other roles	Level 4	5
Elective	242813	Explain the contribution made by own area of responsibility to the overall organisational strategy	Level 4	5
Learning Programme 2: Team Leader				
Core	242821	Identify responsibilities of a team leader in ensuring that organisational standards are met	Level 4	6
Core	242816	Conduct a structured meeting	Level 4	5
Learning Programme 3: Planning				
Core	242822	Employ a systematic approach to achieving objectives	Level 4	10
Core	242811	Prioritise time and work for self and team	Level 4	5
Learning Programme 4: Leadership				
Core	242824	Apply leadership concepts in a work context	Level 4	12
Core	242819	Motivate and Build a Team	Level 4	10
Learning Programme 5: Code of Conduct and Problem Solving				
Core	242815	Apply the organisation's code of conduct in a work environment	Level 4	5
Core	242817	Solve problems, make decisions and implement solutions	Level 4	8
Learning Programme 6: Customer Service				
Core	242829	Monitor the level of service to a range of customers	Level 4	5
Elective	118028	Supervise customer service standards	Level 4	8
Learning Programme 7: Performance Management				
Elective	11473	Manage individual and team performance	Level 4	8
Core	242810	Manage Expenditure against a budget	Level 4	6
Learning Programme 8: Mathematics				
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	6
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 4	4
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	6
Learning Programme 9: Occupational learning and second language communication				
Fundamental	119467	Use language and communication in occupational learning programmes (2nd language)	Level 3	5
Fundamental	119472	Accommodate audience and context needs in oral/signed communication (2nd language)	Level 3	5
Fundamental	119457	Interpret and use information from texts (2nd language)	Level 3	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts (2nd language)	Level 3	5
Learning Programme 10: Business communication				
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	Level 4	5
Fundamental	119469	Read/view, analyse and respond to a variety of texts	Level 4	5
Fundamental	119459	Write/present/sign for a wide range of contexts	Level 4	5
Fundamental	12153	Use the writing process to compose texts required in the business environment	Level 4	5

Note: The above learning programmes are available for sale as individual learning programmes – see Integrated Learning Programmes later in the list.

Qualification: 58761: FETC: Early Childhood Development

Option 1: Integrated learning programme material set

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
58761	Further Education and Training Certificate: Early Childhood Development Specialisation: Management of an ECD Service *Note: Integrated learning programmes*	4	140	R 16 500

The *integrated* learning material sets have been developed in specific modules that are fully integrated:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Learning Programme 1: Understanding ECD				
Core	244484	Demonstrate knowledge and understanding of the development of babies, toddlers and young children	Level 4	8
Fundamental	119471	Use language and communication in occupational learning programmes	Level 4	5
Fundamental	119467	Use language and communication in occupational learning programmes (2nd language)	Level 3	5
Learning Programme 2: Plan and prepare for ECD				
Core	244468	Prepare resources and set up the environment to support the development of babies, toddlers and young children	Level 3	5
Core	244472	Prepare Early Childhood Development programmes with support	Level 4	6
Core	244485	Design activities to support the development of babies, toddlers and young children	Level 5	8
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 4	4
Learning Programme 3: Facilitate and monitor the development of babies, toddlers and young children				
Core	244480	Facilitate the holistic development of babies, toddlers and young children	Level 4	16
Core	244475	Observe and report on child development	Level 4	6
Elective	242816	Conduct a structured meeting	Level 4	5
Fundamental	119472	Accommodate audience and context needs in oral/signed communication (2nd language)	Level 3	5
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	Level 4	5
Learning Programme 4: Provide care and support to babies, toddlers and young children				
Core	244462	Work with families and communities to support Early Childhood Development	Level 3	5
Core	244469	Provide care for babies, toddlers and young children	Level 4	10
Fundamental	119469	Read/view, analyse and respond to a variety of texts	Level 4	5
Fundamental	119457	Interpret and use information from texts (2nd language)	Level 3	5
Learning Programme 5: Manage an ECD Service				
Elective	244478	Manage an Early Childhood Development service	Level 5	5
Elective	242812	Induct a member into a team	Level 3	4
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	6
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	6
Learning Programme 6: Evaluate the ECD service				
Elective	244481	Evaluate an Early Childhood Development (ECD) service	Level 5	6
Fundamental	119459	Write/present/sign for a wide range of contexts	Level 4	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts (2nd language)	Level 3	5

Note: The above learning programmes are available for sale as individual learning programmes
– see Integrated Learning Programmes later in the list.

Qualification: 61595: FETC: Business Administration Services

Option 1: Single unit standard material set: LP 35928: Business Administration Services

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
61595	Further Education and Training Certificate: Business Administration Services Learning Programme: 35928: Business Administration Services (SSETA) *Note: Single Unit Standards*	4	140	R 16 500

The individual unit standard learning material sets have been developed related to the following unit standards:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Core	7791	Display cultural awareness in dealing with customers and colleagues	Level 4	4
Core	10022	Comply with organisational ethics	Level 4	4
Core	10135	Work as a project team member	Level 4	8
Core	13941	Apply the budget function in a business unit	Level 4	5
Core	13943	Analyse new developments reported in the media that could impact on a business sector or industry	Level 4	10
Core	13945	Describe and apply the management of stock and fixed assets in a business unit	Level 4	2
Core	14552	Contract service providers	Level 4	3
Core	15234	Apply efficient time management to the work of a department/division/section	Level 4	4
Core	109999	Manage service providers in a selected organisation	Level 4	5
Core	110003	Develop administrative procedures in a selected organisation	Level 4	8
Core	110009	Manage administration records	Level 4	4
Core	110021	Achieve personal effectiveness in business environment	Level 4	6
Core	110023	Present information in report format	Level 4	6
Core	110026	Describe and assist in the control of fraud in an office environment	Level 4	4
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	6
Fundamental	8968	Accommodate audience and context needs in oral communication (2nd language)	Level 3	5
Fundamental	8969	Interpret and use information from texts (2nd language)	Level 3	5
Fundamental	8970	Write texts for a range of communicative contexts (2nd language)	Level 3	5
Fundamental	8972	Interpret a variety of literary texts (2nd language)	Level 3	5
Fundamental	8974	Engage in sustained oral communication and evaluate spoken texts	Level 4	5
Fundamental	8975	Read analyse and respond to a variety of texts	Level 4	5
Fundamental	8976	Write for a wide range of contexts	Level 4	5
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	6
Fundamental	12153	Use the writing process to compose texts required in the business environment	Level 4	5
Fundamental	12417	Measure, estimate & calculate physical quantities & explore, critique & prove geometrical relationships in 2 and 3 dimensional space in the life and workplace of adult with increasing responsibilities	Level 4	4
Select an additional minimum of 11 credits from the list below				
Elective	7790	Process incoming and outgoing telephone calls	Level 3	3
Elective	7836	Monitor customer satisfaction	Level 4	3
Elective	9244	Plan and conduct meetings	Level 4	4
Elective	10023	Identify internal and external stakeholders	Level 4	4
Elective	10140	Apply a range of project management tools	Level 4	8
Elective	10324	Describe features, advantages and benefits of a range of products or services	Level 4	6
Elective	10388	Interpret basic financial statements	Level 4	3
Elective	10978	Recruit and select candidates to fill defined positions	Level 4	10
Elective	10983	Participate in the implementation and utilisation of equity related processes	Level 4	5
Elective	12154	Apply comprehension skills to engage oral texts in a business environment	Level 4	5
Elective	12155	Apply comprehension skills to engage written texts in a business environment	Level 4	5
Elective	13928	Monitor and control reception area	Level 3	4
Elective	13929	Co-ordinate meetings, minor events and travel arrangements	Level 3	3
Elective	242840	Make oral presentations	Level 4	2
Elective	244572	Describe how to manage workplace relationships	Level 3	3

Option 2: Integrated learning programme material set - LP 35928: Business Administration Services

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
61595	Further Education and Training Certificate: Business Administration Services Learning Programme: 35928: Business Administration Services (SSETA) *Note: **10** Integrated Learning Programmes*	4	140	R 16 500

The *integrated* learning material sets have been developed in specific modules that are fully integrated:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Learning Programme 1: Personal and team effectiveness				
Core	110021	Achieve personal effectiveness in business environment	4	6
Core	15234	Apply efficient time management to the work of a department / division / section	5	4
Core	13943	Analyse new developments reported in the media that could impact on a business sector or industry	4	10
Learning Programme 2: Deal with ethics and fraud				
Core	10022	Comply with organisational ethics	4	4
Core	110026	Describe and assist in the control of fraud in an office environment	4	4
Learning Programme 3: Business Communication				
Fundamental	8974	Engage in sustained oral communication and evaluate spoken texts	4	5
Fundamental	8976	Write for a wide range of contexts	4	5
Fundamental	8975	Read analyse and respond to a variety of texts	4	5
Fundamental	12153	Use the writing process to compose texts required in the business environment	4	5
Core	110023	Present information in report format	4	6
Learning Programme 4: Second language communication				
Fundamental	8968	Accommodate audience and context needs in oral communication (2nd language)	3	5
Fundamental	8970	Write texts for a range of communicative contexts (2nd language)	3	5
Fundamental	8969	Interpret and use information from texts (2nd language)	3	5
Fundamental	8972	Interpret a variety of literary texts (2nd language)	3	5
Learning Programme 5: Maths literacy				
Fundamental	12417	Measure, estimate & calculate physical quantities & explore, critique & prove geometrical relationships in 2 and 3 dimensional space in the life and workplace of adult with increasing responsibilities	4	4
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	4	6
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	4	6
Learning Programme 6: Deal with relationships in a project team				
Core	7791	Display cultural awareness in dealing with customers and colleagues	4	4
Core	10135	Work as a project team member	4	8
Elective	244572	Describe how to manage workplace relationships	3	3
Learning Programme 7: Deal with meetings				
Elective	9244	Plan and conduct meetings	4	4
Elective	242840	Make oral presentations	4	2
Elective	13929	Co-ordinate meetings, minor events and travel arrangements	3	3
Learning Programme 8: Deal with the budget, stock and fixed assets				
Core	13941	Apply the budget function in a business unit	4	5
Core	13945	Describe and apply the management of stock and fixed assets in a business unit	4	2
Learning Programme 9: Deal with administrative procedures				
Core	110009	Manage administration records	4	4
Core	110003	Develop administrative procedures in a selected organisation	4	8
Learning Programme 10: Deal with service providers				
Core	14552	Contract service providers	4	3
Core	109999	Manage service providers in a selected organisation	4	5

Note: The above learning programmes are available for sale as individual learning programmes
– see Integrated Learning Programmes later in the list.

Option 3: Integrated learning programme material set - LP 35928: Business Administration Services

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
61595	Further Education and Training Certificate: Business Administration Services Learning Programme: 35928: Business Administration Services (SSETA) *Note: **7** Integrated Learning Programmes*	4	140	R 16 500

The *integrated* learning material sets have been developed in specific modules that are fully integrated:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Learning Programme 1: Work and Career Orientation				
Core	110021	Achieve personal effectiveness in business environment	Level 4	6
Core	10022	Comply with organisational ethics	Level 4	4
Core	10135	Work as a project team member	Level 4	8
Core	15234	Apply efficient time management to the work of a department/division/section	Level 5	4
Learning Programme 2: Business Communication				
Fundamental	8974	Engage in sustained oral communication and evaluate spoken texts	Level 4	5
Fundamental	8968	Accommodate audience and context needs in oral communication (2nd language)	Level 3	5
Fundamental	8975	Read analyse and respond to a variety of texts	Level 4	5
Fundamental	8969	Interpret and use information from texts (2nd language)	Level 3	5
Fundamental	8972	Interpret a variety of literary texts (2nd language)	Level 3	5
Learning Programme 3: Business Writing				
Fundamental	8976	Write for a wide range of contexts	Level 4	5
Fundamental	8970	Write texts for a range of communicative contexts (2nd language)	Level 3	5
Fundamental	12153	Use the writing process to compose texts required in the business environment	Level 4	5
Core	110023	Present information in report format	Level 4	6
Learning Programme 4: Maths Literacy				
Fundamental	12417	Measure, estimate & calculate physical quantities & explore, critique & prove geometrical relationships in 2 and 3 dimensional space in the life and workplace of adult with increasing responsibilities	Level 4	4
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	6
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	6
Learning Programme 5: Administration				
Core	110009	Manage administration records	Level 4	4
Core	110003	Develop administrative procedures in a selected organisation	Level 4	8
Elective	13929	Co-ordinate meetings, minor events and travel arrangements	Level 3	3
Elective	9244	Plan and conduct meetings	Level 4	4
Learning Programme 6: Finance for Office Administrators				
Core	13941	Apply the budget function in a business unit	Level 4	5
Core	13945	Describe and apply the management of stock and fixed assets in a business unit	Level 4	2
Core	110026	Describe and assist in the control of fraud in an office environment	Level 4	4
Core	13943	Analyse new developments reported in the media that could impact on a business sector or industry	Level 4	10
Learning Programme 7: Customer Care				
Core	7791	Display cultural awareness in dealing with customers and colleagues	Level 4	4
Elective	7790	Process incoming and outgoing telephone calls	Level 3	3
Elective	13928	Monitor and control reception area	Level 3	4
Elective	7836	Monitor customer satisfaction	Level 4	3
Core	109999	Manage service providers in a selected organisation	Level 4	5
Core	14552	Contract service providers	Level 4	3

Note: The above learning programmes are available for sale as individual learning programmes – see Integrated Learning Programmes later in the list.

Option 4: Integrated learning programme material set - LP 35928: Business Administration Services LARGER FONT

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
61595	FETC: **Business Administration Services** Learning Programme: 35928: Business Administration Services (SSETA) *Note: 7 Integrated Learning Programmes* **LARGER FONT** *for impaired learners*	4	140	R 16 500

The *integrated* learning material sets have been developed in specific modules that are fully integrated:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Learning Programme 1: Work and Career Orientation				
Core	110021	Achieve personal effectiveness in business environment	Level 4	6
Core	10022	Comply with organisational ethics	Level 4	4
Core	10135	Work as a project team member	Level 4	8
Core	15234	Apply efficient time management to the work of a department/division/section	Level 5	4
Learning Programme 2: Business Communication				
Fundamental	8974	Engage in sustained oral communication and evaluate spoken texts	Level 4	5
Fundamental	8968	Accommodate audience and context needs in oral communication (2nd language)	Level 3	5
Fundamental	8975	Read analyse and respond to a variety of texts	Level 4	5
Fundamental	8969	Interpret and use information from texts (2nd language)	Level 3	5
Fundamental	8972	Interpret a variety of literary texts (2nd language)	Level 3	5
Learning Programme 3: Business Writing				
Fundamental	8976	Write for a wide range of contexts	Level 4	5
Fundamental	8970	Write texts for a range of communicative contexts (2nd language)	Level 3	5
Fundamental	12153	Use the writing process to compose texts required in the business environment	Level 4	5
Core	110023	Present information in report format	Level 4	6
Learning Programme 4: Maths Literacy				
Fundamental	12417	Measure, estimate & calculate physical quantities & explore, critique & prove geometrical relationships in 2 and 3 dimensional space in the life and workplace of adult with increasing responsibilities	Level 4	4
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	6
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	6
Learning Programme 5: Administration				
Core	110009	Manage administration records	Level 4	4
Core	110003	Develop administrative procedures in a selected organisation	Level 4	8
Elective	13929	Co-ordinate meetings, minor events and travel arrangements	Level 3	3
Elective	9244	Plan and conduct meetings	Level 4	4
Learning Programme 6: Finance for Office Administrators				
Core	13941	Apply the budget function in a business unit	Level 4	5
Core	13945	Describe and apply the management of stock and fixed assets in a business unit	Level 4	2
Core	110026	Describe and assist in the control of fraud in an office environment	Level 4	4
Core	13943	Analyse new developments reported in the media that could impact on a business sector or industry	Level 4	10
Learning Programme 7: Customer Care				
Core	7791	Display cultural awareness in dealing with customers and colleagues	Level 4	4
Elective	7790	Process incoming and outgoing telephone calls	Level 3	3
Elective	13928	Monitor and control reception area	Level 3	4
Elective	7836	Monitor customer satisfaction	Level 4	3
Core	109999	Manage service providers in a selected organisation	Level 4	5
Core	14552	Contract service providers	Level 4	3

Option 5: Single unit standard material set: LP 93568: Employee Relation Specialisation

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
61595	Further Education and Training Certificate: Business Administration Services Learning Programme: 93568: Employee Relation Specialisation (SABPP) *Note: Single Unit Standards*	4	140	R 16 500

The *individual unit standard* learning material sets have been developed related to the following unit standards:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Core	7791	Display cultural awareness in dealing with customers and colleagues	Level 4	4
Core	10022	Comply with organisational ethics	Level 4	4
Core	10135	Work as a project team member	Level 4	8
Core	13941	Apply the budget function in a business unit	Level 4	5
Core	13943	Analyse new developments reported in the media that could impact on a business sector or industry	Level 4	10
Core	13945	Describe and apply the management of stock and fixed assets in a business unit	Level 4	2
Core	14552	Contract service providers	Level 4	3
Core	15234	Apply efficient time management to the work of a department/division/section	Level 4	4
Core	109999	Manage service providers in a selected organisation	Level 4	5
Core	110003	Develop administrative procedures in a selected organisation	Level 4	8
Core	110009	Manage administration records	Level 4	4
Core	110021	Achieve personal effectiveness in business environment	Level 4	6
Core	110023	Present information in report format	Level 4	6
Core	110026	Describe and assist in the control of fraud in an office environment	Level 4	4
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	6
Fundamental	8968	Accommodate audience and context needs in oral communication (2nd language)	Level 3	5
Fundamental	8969	Interpret and use information from texts (2nd language)	Level 3	5
Fundamental	8970	Write texts for a range of communicative contexts (2nd language)	Level 3	5
Fundamental	8972	Interpret a variety of literary texts (2nd language)	Level 3	5
Fundamental	8974	Engage in sustained oral communication and evaluate spoken texts	Level 4	5
Fundamental	8975	Read analyse and respond to a variety of texts	Level 4	5
Fundamental	8976	Write for a wide range of contexts	Level 4	5
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	6
Fundamental	12153	Use the writing process to compose texts required in the business environment	Level 4	5
Fundamental	12417	Measure, estimate & calculate physical quantities & explore, critique & prove geometrical relationships in 2 and 3 dimensional space in the life and workplace of adult with increasing responsibilities	Level 4	4
Select an additional minimum of 11 credits from the list below				
Elective	10170	Demonstrate understanding of employment relations in an organisation	Level 3	3
Elective	10978	Recruit and select candidates to fill defined positions	Level 4	10
Elective	114274	Demonstrate and apply an understanding of the Basic Conditions of Employment Act (Act 75 of 1997)	Level 5	8

Option 6: Single unit standard material set: LP 93569: Training and Development Practices Specialisation

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
61595	Further Education and Training Certificate: Business Administration Services Learning Programme: 93569: Training and Development Practices (SABPP) *Note: Single Unit Standards*	4	140	R 16 500

The *individual unit standard* learning material sets have been developed related to the following unit standards:

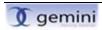| TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Core	7791	Display cultural awareness in dealing with customers and colleagues	Level 4	4
Core	10022	Comply with organisational ethics	Level 4	4
Core	10135	Work as a project team member	Level 4	8
Core	13941	Apply the budget function in a business unit	Level 4	5
Core	13943	Analyse new developments reported in the media that could impact on a business sector or industry	Level 4	10
Core	13945	Describe and apply the management of stock and fixed assets in a business unit	Level 4	2
Core	14552	Contract service providers	Level 4	3
Core	15234	Apply efficient time management to the work of a department/division/section	Level 4	4
Core	109999	Manage service providers in a selected organisation	Level 4	5
Core	110003	Develop administrative procedures in a selected organisation	Level 4	8
Core	110009	Manage administration records	Level 4	4
Core	110021	Achieve personal effectiveness in business environment	Level 4	6
Core	110023	Present information in report format	Level 4	6
Core	110026	Describe and assist in the control of fraud in an office environment	Level 4	4
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	6
Fundamental	8968	Accommodate audience and context needs in oral communication (2nd language)	Level 3	5
Fundamental	8969	Interpret and use information from texts (2nd language)	Level 3	5
Fundamental	8970	Write texts for a range of communicative contexts (2nd language)	Level 3	5
Fundamental	8972	Interpret a variety of literary texts (2nd language)	Level 3	5
Fundamental	8974	Engage in sustained oral communication and evaluate spoken texts	Level 4	5
Fundamental	8975	Read analyse and respond to a variety of texts	Level 4	5
Fundamental	8976	Write for a wide range of contexts	Level 4	5
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	6
Fundamental	12153	Use the writing process to compose texts required in the business environment	Level 4	5
Fundamental	12417	Measure, estimate & calculate physical quantities & explore, critique & prove geometrical relationships in 2 and 3 dimensional space in the life and workplace of adult with increasing responsibilities	Level 4	4
Select an additional minimum of 11 credits from the list below				
Elective	116927	Apply the principles of employment equity to organisational transformation	Level 5	10
Elective	117865	Assist and support learners to manage their learning experiences	Level 4	5
Elective	242817	Solve problems, make decisions and implement solutions	Level 4	8
Elective	242819	Motivate and Build a Team	Level 4	10
Elective	263976	Demonstrate understanding of the outcomes-based education and training approach within the context of a National Qualifications Framework	Level 5	5

Qualification: 66249: FETC: New Venture Creation

Option 1: Single unit standard material set

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
66249	Further Education and Training Certificate: New Venture Creation *Note: Single unit standards*	4	149	R 16 500

The *individual unit standard* learning material sets have been developed related to the following unit standards:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Core	13948	Negotiate an agreement or deal in an authentic work situation	Level 4	5
Core	114584	Finance a new venture	Level 4	6
Core	114592	Produce business plans for a new venture	Level 4	8
Core	114596	Research the viability of new venture ideas/opportunities	Level 4	5
Core	114600	Apply innovative thinking to the development of a small business	Level 4	4
Core	114805	Manage general administration	Level 4	4
Core	116394	Implement and manage human resource and labour relations policies and acts	Level 5	9
Core	120389	Explain and apply the concept, principles and theories of motivation in a leadership context	Level 4	6
Core	263356	Demonstrate an understanding of an entrepreneurial profile	Level 4	5
Core	263434	Plan and manage production/operations in a new venture	Level 4	6
Core	263455	Apply the principles of costing and pricing to a business venture	Level 4	6
Core	263456	Plan strategically to improve new venture performance	Level 4	4
Core	263474	Manage finances of a new venture	Level 4	6
Core	263514	Demonstrate an understanding of the function of the market mechanisms in a new venture	Level 4	5
Core	263534	Implement an action plan for a new venture	Level 4	4
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	6
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	6
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 4	4
Fundamental	119457	Interpret and use information from texts (2nd language)	Level 3	5
Fundamental	119459	Write/present/sign for a wide range of contexts	Level 4	5
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	Level 4	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts (2nd language)	Level 3	5
Fundamental	119467	Use language and communication in occupational learning programmes (2nd language)	Level 3	5
Fundamental	119469	Read/view, analyse and respond to a variety of texts	Level 4	5
Fundamental	119471	Use language and communication in occupational learning programmes	Level 4	5
Fundamental	119472	Accommodate audience and context needs in oral/signed communication (2nd language)	Level 3	5
Select an additional minimum of 11 credits from the list below				
Elective	13912	Apply knowledge of self and team in order to develop a plan to enhance team performance	Level 3	5
Elective	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
Elective	13945	Describe and apply the management of stock and fixed assets in a business unit	Level 4	2
Elective	13952	Demonstrate basic understanding of the Primary labour legislation that impacts on a business unit	Level 4	8
Elective	113836	Apply basic computer technology	Level 3	11
Elective	114593	Tender to secure business for a new venture	Level 4	5
Elective	115857	Explain marketing for SMMEs	Level 5	6
Elective	117156	Interpret basic financial statements	Level 4	4
Elective	119671	Administer contracts for a selected new venture	Level 3	10
Elective	120392	Apply the concept and principles of knowledge management to leadership	Level 4	8
Elective	242655	Demonstrate knowledge and application of ethical conduct in a business environment	Level 4	4
Elective	242819	Motivate and Build a Team	Level 4	10

Option 2: Integrated learning programme material set

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
66249	Further Education and Training Certificate: New Venture Creation *Note: Integrated Learning Programmes*	4	149	R 16 500

The *integrated* learning material sets have been developed in specific modules that are fully integrated:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Learning Programme 1: The Entrepreneur				
Core	263356	Demonstrate an understanding of an entrepreneurial profile	Level 4	5
Learning Programme 2: Business Communication				
Fundamental	119471	Use language and communication in occupational learning programmes	Level 4	5
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	Level 4	5
Fundamental	119469	Read/view, analyse and respond to a variety of texts	Level 4	5
Fundamental	119459	Write/present/sign for a wide range of contexts	Level 4	5
Learning Programme 3: Leer en kommunikasie in die werksplek (2nd language)				
Fundamental	119467	Use language and communication in occupational learning programmes (second language)	Level 3	5
Fundamental	119472	Accommodate audience and context needs in oral/signed communication (second language)	Level 3	5
Fundamental	119457	Interpret and use information from texts (second language)	Level 3	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts (second language)	Level 3	5
Learning Programme 4: Maths Literacy				
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 4	4
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	6
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	6
Learning Programme 5: Research the viability of new venture ideas				
Core	114596	Research the viability of new venture ideas/opportunities	Level 4	5
Core	114600	Apply innovative thinking to the development of a small business	Level 4	4
Learning Programme 6: Create a business plan				
Core	114592	Produce business plans for a new venture	Level 4	8
Core	263455	Apply the principles of costing and pricing to a business venture	Level 4	6
Learning Programme 7: Finance and set up a new venture				
Core	114584	Finance a new venture	Level 4	5
Core	263534	Implement an action plan for a new venture	Level 4	4
Learning Programme 8: Manage staff				
Core	116394	Implement and manage human resource and labour policies and acts	Level 4	9
Core	120389	Explain and apply the concept, principles and theories of motivation in a leadership context	Level 4	6
Learning Programme 9: Understand marketing				
Elective	115857	Explain marketing for SMMEs	Level 4	6
Core	263514	Demonstrate an understanding of the function of the market mechanisms in a new venture	Level 4	5
Learning Programme 10: Manage administration and negotiate an agreement				
Core	114805	Manage general administration	Level 4	4
Core	13948	Negotiate an agreement or deal in an authentic work situation	Level 4	5
Learning Programme 11: Manage contracts and production				
Elective	119671	Administer contracts for a selected new venture	Level 3	10
Core	263434	Plan and manage production / operations in a new venture	Level 4	6
Learning Programme 12: Improve new venture performance				
Core	263456	Plan strategically to improve new venture performance	Level 4	4
Core	263474	Manage finances of a new venture	Level 4	6

Note: The above learning programmes are available for sale as individual learning programmes – see Integrated Learning Programmes later in the list.

Qualification: 66609: FETC: Retail Insurance

Option 1: Integrated learning programme material set

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
66609	FETC: **Retail Insurance** Learning Programme: 49835: Retail Insurance (INSETA) *Note: Integrated learning programmes*	4	140	R 16 500

The *integrated* unit standard learning material sets have been developed related to the following unit standards:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Learning Programme 1: Structure of the financial services industry				
Elective	113922	Explain the structure of the financial services industry in South Africa	Level 3	3
Learning Programme 2: Legislation, compliance and ethics				
Core	12164	Demonstrate knowledge and insight of the Financial Advisory and Intermediary Services Act (FAIS) (Act 37 of 2002)	Level 4	2
Core	14506	Explain the Finance Intelligence Centre Act, Act 38 of 2001 and its implications for client relations	Level 4	3
Core	120017	Demonstrate knowledge and understanding of aspects of the regulatory framework relating to consumer credit agreements in Retail Insurance in South Africa	Level 4	2
Core	14979	Describe issues of compliance or non-activity that could result in civil or criminal liability in terms of business law	Level 4	2
Core	13940	Demonstrate knowledge and application of ethical conduct in a business environment	Level 4	4
Core	14991	Apply the law of contract to insurance	Level 4	2
Core	117129	Apply the regulations for disclosure that are required as part of the financial sales process	Level 4	2
Learning Programme 3: Short term insurance				
Core	114964	Describe short term insurance	Level 3	3
Elective	117121	Apply knowledge and insight into the Short Term Insurance Act (No 53 of 1998) and the accompanying regulations	Level 4	3
Core	117134	Indicate the scope of short term insurance in South Africa	Level 3	3
Elective	120005	Demonstrate knowledge and understanding of personal motor insurance	Level 4	4
Elective	120022	Apply knowledge and understanding of personal accident insurance	Level 4	2
Learning Programme 4: Developments in the media that impact Short Term Insurance				
Core	120019	Analyse new developments reported in the media that could impact on Short Term insurance	Level 4	10
Learning Programme 5: Long-term insurance				
Core	114983	Describe life insurance	Level 3	3
Core	117146	Indicate the scope of life insurance in South Africa	Level 3	4
Elective	117126	Apply knowledge and insight into aspects of the Long Term Insurance Act, Act 52 of 1998	Level 4	2
Learning Programme 6: Communication in the financial services industry				
Fundamental	8979	Use language and communication in occupational learning programmes	Level 4	5
Fundamental	8974	Engage in sustained oral communication and evaluate spoken texts	Level 4	5
Fundamental	8975	Read analyse and respond to a variety of texts	Level 4	5
Fundamental	8976	Write for a wide range of contexts	Level 4	5
Learning Programme 7: Communication in a second language				
Fundamental	8968	Accommodate audience and context needs in oral communication [2nd language]	Level 3	5
Fundamental	8969	Interpret and use information from texts [2nd language]	Level 3	5
Fundamental	8970	Write texts for a range of communicative contexts [2nd language]	Level 3	5
Fundamental	8973	Use language and communication in occupational learning programmes [2nd language]	Level 3	5
Learning Programme 8: Mathematical literacy				
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	6
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 4	4
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	6
Learning Programme 9: Financial literacy				
Fundamental	117158	Investigate ways of managing financial risk in own lives	Level 4	5
Fundamental	117127	Describe and apply the basic principles of personal income tax	Level 4	3
Fundamental	117156	Interpret basic financial statements	Level 4	4
Learning Programme 10: Economics and risk in the work environment				
Core	117132	Explain basic economics	Level 3	3

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Core	119265	Manage risk in own work environment	Level 4	2
Learning Programme 11: Customer care				
Core	119676	Apply the skills of customer care in a specific work environment	Level 4	4
Core	114979	Operate a computer workstation in a business environment	Level 3	2
Core	113903	Demonstrate skills and techniques required to build a relationship with a client in a financial services environment	Level 4	3
Core	117171	Manage time effectively to enhance productivity and enable a balanced lifestyle	Level 3	2
Core	117133	Manage own work performance in relation to an organisation's performance management system	Level 3	2

Note: The above learning programmes are available for sale as individual learning programmes – see Integrated Learning Programmes later in the list.

Qualification: 67463: FETC: HR Management and Practices Support

Option 1: Integrated learning programme material set

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
67463	Further Education and Training Certificate: Human Resources Management and Practices Support Learning Programme: 49691: Human Resources Management and Practices Support (SABPP) *Note: Integrated learning programmes*	4	140	R 16 500

The *integrated* unit standard learning material sets have been developed related to the following unit standards:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Learning Programme 1: Business communication and writing skills				
Fundamental	8973	Use language and communication in occupational learning programmes [2nd language]	Level 3	5
Fundamental	8968	Accommodate audience and context needs in oral communication [2nd language]	Level 3	5
Fundamental	8969	Interpret and use information from texts [2nd language]	Level 3	5
Fundamental	8970	Write texts for a range of communicative contexts [2nd language]	Level 3	5
Fundamental	8976	Write for a wide range of contexts	Level 4	5
Fundamental	8975	Read analyse and respond to a variety of texts	Level 4	5
Learning Programme 2: Business concepts				
Core	9973	Apply basic business concepts	Level 3	8
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	6
Core	117495	Assess legal contracts for business	Level 4	8
Learning Programme 3: Employee engagement				
Core	10170	Demonstrate understanding of employment relations in an organisation	Level 3	3
Core	10978	Recruit and select candidates to fill defined positions	Level 4	10
Fundamental	8974	Engage in sustained oral communication and evaluate spoken texts	Level 4	5
Core	10980	Induct a new employee	Level 4	6
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 4	4
Learning Programme 4: HR related administration				
Elective	10031	Edit, Code and Capture data	Level 4	5
Elective	10171	Manage the capture, storage and retrieval of human resources information using an information system	Level 5	3
Elective	10169	Administer data, systems, payments and provide advice related to compensation	Level 4	4
Learning Programme 5: Staff development				
Core	117877	Perform one-to-one training on the job	Level 3	4
Elective	117870	Conduct targeted training and development using given methodologies	Level 4	10
Core	14551	Analyse the skills development legislation and apply it in the workplace	Level 4	4
Elective	15227	Conduct skills development administration in an organisation	Level 4	4
Fundamental	8979	Use language and communication in occupational learning programmes	Level 4	5
Learning Programme 6: Employee relations				
Core	12135	Represent stakeholders in consultations and discussions on matters that arise at shop floor level	Level 3	3
Core	114941	Apply knowledge of HIV/AIDS to a specific business sector and a workplace	Level 3	4
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	6
Core	12153	Use the writing process to compose texts required in the business environment	Level 4	5
Core	10983	Participate in the implementation and utilisation of equity related processes	Level 4	5

Note: The above learning programmes are available for sale as individual learning programmes – see Integrated Learning Programmes later in the list.

Qualification: 67464: FETC: Marketing

Option 1: Single unit standard material set - LP 59276: Customer Management

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
67464	Further Education and Training Certificate: Marketing Learning Programme: 59276: Marketing (SSETA) Specialisation: Customer Management *Note: Single Unit Standards*	4	139	R 16 500

The *individual unit standard* learning material sets have been developed related to the following unit standards:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Core	252191	Identify internal and external stakeholders	Level 4	4
Core	252193	Identify potential and existing customers of the business	Level 4	4
Core	252194	Meet marketing performance standards	Level 4	4
Core	252195	Identify expertise and resources	Level 4	3
Core	252197	Identify and use marketing resources to meet objectives	Level 4	4
Core	252201	Apply marketing team work strategies	Level 4	4
Core	252202	Deal with brand, product and service promotions	Level 4	4
Core	252203	Demonstrate an understanding of the target market	Level 4	4
Core	252204	Monitor marketing information flow and collect and process marketing data	Level 4	4
Core	252206	Demonstrate an understanding of product positioning	Level 4	4
Core	252209	Instil in oneself a personal marketing culture	Level 4	4
Core	252210	Handle a range of customer complaints	Level 4	4
Core	252211	Demonstrate an understanding of the competitive environment and product positioning	Level 4	6
Core	252216	Comply with legal requirements and organisational and professional codes of conduct	Level 4	4
Core	252217	Comply with organisational ethics	Level 4	4
Core	252218	Liaise with a range of customers of a business	Level 4	4
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	6
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	6
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 4	4
Fundamental	119457	Interpret and use information from texts	Level 3	5
Fundamental	119459	Write/present/sign for a wide range of contexts	Level 4	5
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	Level 4	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts	Level 3	5
Fundamental	119467	Use language and communication in occupational learning programmes	Level 3	5
Fundamental	119469	Read/view, analyse and respond to a variety of texts	Level 4	5
Fundamental	119471	Use language and communication in occupational learning programmes	Level 4	5
Fundamental	119472	Accommodate audience and context needs in oral/signed communication	Level 3	5
Compulsory Elective	118028	Supervise customer service standards	Level 4	8
Compulsory Elective	252196	Describe features, advantages and benefits of products and services	Level 4	4
Compulsory Elective	252214	Conduct follow-up with customers to evaluate satisfaction levels	Level 4	6

Option 2: Integrated learning programme material set - LP 59276: Customer Management

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
67464	Further Education and Training Certificate: Marketing Learning Programme: 59276: Marketing (SSETA) Specialisation: Customer Management *Note: Integrated Learning Programmes*	4	139	R 16 500

The *integrated* learning material sets have been developed in specific modules that are fully integrated:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Learning Programme 1: Marketing Ethics and Code of Conduct				
Core	252209	Instil in oneself a personal marketing culture	Level 4	4
Core	252216	Comply with legal requirements and organisational and professional codes of conduct	Level 4	4
Core	252217	Comply with organisational ethics	Level 4	4
Learning Programme 2: Occupational Learning and Communication				
Fundamental	119471	Use language and communication in occupational learning programmes	Level 4	5
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	Level 4	5
Fundamental	119469	Read/view, analyse and respond to a variety of texts	Level 4	5
Fundamental	119459	Write/present/sign for a wide range of contexts	Level 4	5
Learning Programme 3: Second Language Communication				
Fundamental	119467	Use language and communication in occupational learning programmes (2nd language)	Level 3	5
Fundamental	119472	Accommodate audience and context needs in oral/signed communication (2nd language)	Level 3	5
Fundamental	119457	Interpret and use information from texts (2nd language)	Level 3	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts (2nd language)	Level 3	5
Learning Programme 4: Maths Literacy				
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	6
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	6
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 4	4
Learning Programme 5: Marketing Strategies				
Core	252206	Demonstrate an understanding of product positioning	Level 4	4
Core	252203	Demonstrate an understanding of the target market	Level 4	4
Core	252202	Deal with brand, product and service promotions	Level 4	4
Core	252211	Demonstrate an understanding of the competitive environment and product positioning	Level 4	6
Learning Programme 6: Marketing Customer Interaction				
Core	252191	Identify internal and external stakeholders	Level 4	4
Core	252210	Handle a range of customer complaints	Level 4	4
Core	252218	Liaise with a range of customers of a business	Level 4	4
Learning Programme 7: Marketing Resources				
Core	252195	Identify expertise and resources	Level 4	3
Core	252197	Identify and use marketing resources to meet objectives	Level 4	4
Core	252201	Apply marketing team work strategies	Level 4	4
Core	252194	Meet marketing performance standards	Level 4	4
Learning Programme 8: Marketing Information				
Core	252204	Monitor marketing information flow and collect and process marketing data	Level 4	4
Core	252193	Identify potential and existing customers of the business	Level 4	4
Learning Programme 9: Customer Management				
Compulsory Elective	252214	Conduct follow-up with customers to evaluate satisfaction levels	Level 4	6
Compulsory Elective	252196	Describe features, advantages and benefits of products and services	Level 4	4
Compulsory Elective	118028	Supervise customer service standards	Level 4	8

Note: The above learning programmes are available for sale as individual learning programmes
– see Integrated Learning Programmes later in the list.

Option 3: Single unit standard material set - LP 59276: Marketing Communication

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
67464	Further Education and Training Certificate: Marketing Learning Programme: 59276: Marketing (SSETA) Specialisation: Marketing Communication *Note: Single Unit Standards*	4	139	R 16 500

The *individual unit standard* learning material sets have been developed related to the following unit standards:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Core	252191	Identify internal and external stakeholders	Level 4	4
Core	252193	Identify potential and existing customers of the business	Level 4	4
Core	252194	Meet marketing performance standards	Level 4	4
Core	252195	Identify expertise and resources	Level 4	3
Core	252197	Identify and use marketing resources to meet objectives	Level 4	4
Core	252201	Apply marketing team work strategies	Level 4	4
Core	252202	Deal with brand, product and service promotions	Level 4	4
Core	252203	Demonstrate an understanding of the target market	Level 4	4
Core	252204	Monitor marketing information flow and collect and process marketing data	Level 4	4
Core	252206	Demonstrate an understanding of product positioning	Level 4	4
Core	252209	Instil in oneself a personal marketing culture	Level 4	4
Core	252210	Handle a range of customer complaints	Level 4	4
Core	252211	Demonstrate an understanding of the competitive environment and product positioning	Level 4	6
Core	252216	Comply with legal requirements and organisational and professional codes of conduct	Level 4	4
Core	252217	Comply with organisational ethics	Level 4	4
Core	252218	Liaise with a range of customers of a business	Level 4	4
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	6
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	6
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 4	4
Fundamental	119457	Interpret and use information from texts	Level 3	5
Fundamental	119459	Write/present/sign for a wide range of contexts	Level 4	5
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	Level 4	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts	Level 3	5
Fundamental	119467	Use language and communication in occupational learning programmes	Level 3	5
Fundamental	119469	Read/view, analyse and respond to a variety of texts	Level 4	5
Fundamental	119471	Use language and communication in occupational learning programmes	Level 4	5
Fundamental	119472	Accommodate audience and context needs in oral/signed communication	Level 3	5
Compulsory Elective	252192	Demonstrate an understanding and define the nature and role of marketing communications	Level 4	6
Compulsory Elective	252198	Demonstrate an understanding of creative principles of marketing communications	Level 4	6
Compulsory Elective	252219	Describe and apply conceptual processes in a marketing communication context	Level 5	8

Option 4: Integrated learning programme material set - LP 59276: Marketing Communication

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
67464	FETC: **Marketing** Learning Programme: 59276: Marketing (SSETA) Specialisation: Marketing Communication *Note: Integrated Learning Programmes*	4	139	R 16 500

The *integrated* learning material sets have been developed in specific modules that are fully integrated:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Learning Programme 1: Marketing Ethics and Code of Conduct				
Core	252209	Instil in oneself a personal marketing culture	Level 4	4
Core	252216	Comply with legal requirements and organisational and professional codes of conduct	Level 4	4
Core	252217	Comply with organisational ethics	Level 4	4
Learning Programme 2: Occupational Learning and Communication				
Fundamental	119471	Use language and communication in occupational learning programmes	Level 4	5
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	Level 4	5
Fundamental	119469	Read/view, analyse and respond to a variety of texts	Level 4	5
Fundamental	119459	Write/present/sign for a wide range of contexts	Level 4	5
Learning Programme 3: Second Language Communication				
Fundamental	119467	Use language and communication in occupational learning programmes (2nd language)	Level 3	5
Fundamental	119472	Accommodate audience and context needs in oral/signed communication (2nd language)	Level 3	5
Fundamental	119457	Interpret and use information from texts (2nd language)	Level 3	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts (2nd language)	Level 3	5
Learning Programme 4: Maths Literacy				
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	6
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	6
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 4	4
Learning Programme 5: Marketing Strategies				
Core	252206	Demonstrate an understanding of product positioning	Level 4	4
Core	252203	Demonstrate an understanding of the target market	Level 4	4
Core	252202	Deal with brand, product and service promotions	Level 4	4
Core	252211	Demonstrate an understanding of the competitive environment and product positioning	Level 4	6
Learning Programme 6: Marketing Customer Interaction				
Core	252191	Identify internal and external stakeholders	Level 4	4
Core	252210	Handle a range of customer complaints	Level 4	4
Core	252218	Liaise with a range of customers of a business	Level 4	4
Learning Programme 7: Marketing Resources				
Core	252195	Identify expertise and resources	Level 4	3
Core	252197	Identify and use marketing resources to meet objectives	Level 4	4
Core	252201	Apply marketing team work strategies	Level 4	4
Core	252194	Meet marketing performance standards	Level 4	4
Learning Programme 8: Marketing Information				
Core	252204	Monitor marketing information flow and collect and process marketing data	Level 4	4
Core	252193	Identify potential and existing customers of the business	Level 4	4
Learning Programme 9: Marketing Communication				
Compulsory Elective	252192	Demonstrate an understanding and define the nature and role of marketing communications	Level 4	6
Compulsory Elective	252198	Demonstrate an understanding of creative principles of marketing communications	Level 4	6
Compulsory Elective	252219	Describe and apply conceptual processes in a marketing communication context	Level 5	8

Note: The above learning programmes are available for sale as individual learning programmes – see Integrated Learning Programmes later in the list.

Option 5: Single unit standard material set - LP 59276: Marketing Communication

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
67464	Further Education and Training Certificate: Marketing Learning Programme: 59276: Marketing (SSETA) Specialisation: Marketing Management *Note: Single Unit Standards*	4	139	R 16 500

The *individual unit standard* learning material sets have been developed related to the following unit standards:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Core	252191	Identify internal and external stakeholders	Level 4	4
Core	252193	Identify potential and existing customers of the business	Level 4	4
Core	252194	Meet marketing performance standards	Level 4	4
Core	252195	Identify expertise and resources	Level 4	3
Core	252197	Identify and use marketing resources to meet objectives	Level 4	4
Core	252201	Apply marketing team work strategies	Level 4	4
Core	252202	Deal with brand, product and service promotions	Level 4	4
Core	252203	Demonstrate an understanding of the target market	Level 4	4
Core	252204	Monitor marketing information flow and collect and process marketing data	Level 4	4
Core	252206	Demonstrate an understanding of product positioning	Level 4	4
Core	252209	Instil in oneself a personal marketing culture	Level 4	4
Core	252210	Handle a range of customer complaints	Level 4	4
Core	252211	Demonstrate an understanding of the competitive environment and product positioning	Level 4	6
Core	252216	Comply with legal requirements and organisational and professional codes of conduct	Level 4	4
Core	252217	Comply with organisational ethics	Level 4	4
Core	252218	Liaise with a range of customers of a business	Level 4	4
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	6
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	6
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 4	4
Fundamental	119457	Interpret and use information from texts	Level 3	5
Fundamental	119459	Write/present/sign for a wide range of contexts	Level 4	5
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	Level 4	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts	Level 3	5
Fundamental	119467	Use language and communication in occupational learning programmes	Level 3	5
Fundamental	119469	Read/view, analyse and respond to a variety of texts	Level 4	5
Fundamental	119471	Use language and communication in occupational learning programmes	Level 4	5
Fundamental	119472	Accommodate audience and context needs in oral/signed communication	Level 3	5
Compulsory Elective	242819	Motivate and Build a Team	Level 4	10
Compulsory Elective	252200	Implement activity plans to meet agreed deadlines	Level 4	6
Compulsory Elective	252213	Carry out marketing administration within agreed parameters	Level 4	6

Option 6: Integrated learning programme material set - LP 59276: Marketing Management

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
67464	FETC: **Marketing** Learning Programme: 59276: Marketing (SSETA) Specialisation: Marketing Management *Note: Integrated Learning Programmes*	4	139	R 16 500

The *integrated* learning material sets have been developed in specific modules that are fully integrated:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Learning Programme 1: Marketing Ethics and Code of Conduct				
Core	252209	Instil in oneself a personal marketing culture	Level 4	4
Core	252216	Comply with legal requirements and organisational and professional codes of conduct	Level 4	4
Core	252217	Comply with organisational ethics	Level 4	4
Learning Programme 2: Occupational Learning and Communication				
Fundamental	119471	Use language and communication in occupational learning programmes	Level 4	5
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	Level 4	5
Fundamental	119469	Read/view, analyse and respond to a variety of texts	Level 4	5
Fundamental	119459	Write/present/sign for a wide range of contexts	Level 4	5
Learning Programme 3: Second Language Communication				
Fundamental	119467	Use language and communication in occupational learning programmes (2nd language)	Level 3	5
Fundamental	119472	Accommodate audience and context needs in oral/signed communication (2nd language)	Level 3	5
Fundamental	119457	Interpret and use information from texts (2nd language)	Level 3	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts (2nd language)	Level 3	5
Learning Programme 4: Maths Literacy				
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	6
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	6
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 4	4
Learning Programme 5: Marketing Strategies				
Core	252206	Demonstrate an understanding of product positioning	Level 4	4
Core	252203	Demonstrate an understanding of the target market	Level 4	4
Core	252202	Deal with brand, product and service promotions	Level 4	4
Core	252211	Demonstrate an understanding of the competitive environment and product positioning	Level 4	6
Learning Programme 6: Marketing Customer Interaction				
Core	252191	Identify internal and external stakeholders	Level 4	4
Core	252210	Handle a range of customer complaints	Level 4	4
Core	252218	Liaise with a range of customers of a business	Level 4	4
Learning Programme 7: Marketing Resources				
Core	252195	Identify expertise and resources	Level 4	3
Core	252197	Identify and use marketing resources to meet objectives	Level 4	4
Core	252201	Apply marketing team work strategies	Level 4	4
Core	252194	Meet marketing performance standards	Level 4	4
Learning Programme 8: Marketing Information				
Core	252204	Monitor marketing information flow and collect and process marketing data	Level 4	4
Core	252193	Identify potential and existing customers of the business	Level 4	4
Learning Programme 9: Marketing Management				
Compulsory Elective	242819	Motivate and Build a Team	Level 4	10
Compulsory Elective	252200	Implement activity plans to meet agreed deadlines	Level 4	6
Compulsory Elective	252213	Carry out marketing administration within agreed parameters	Level 4	6

Note: The above learning programmes are available for sale as individual learning programmes – see Integrated Learning Programmes later in the list.

Qualification: 93996: FETC: Contact Centre Operations

Option 1: Integrated learning programme material set - LP 71489: Contact Centre Operations

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
93996	Further Education and Training Certificate: Contact Centre Operations Learning Programme: 71489: Contact Centre Operations *Note: Integrated learning programmes*	4	132	R 16 500

The *integrated* learning material sets have been developed in specific modules that are fully integrated:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Learning Programme 1: Contact Centres and Occupational Learning				
	No Ustd	Introduction to Contact Centres		
Learning Programme 2: Business Communication				
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	Level 4	5
Fundamental	119469	Read/view, analyse and respond to a variety of texts	Level 4	5
Fundamental	119459	Write/present/sign for a wide range of contexts	Level 4	5
Fundamental	12153	Use the writing process to compose texts required in the business environment	Level 4	5
Learning Programme 3: Occupational Learning and Second Language Communication				
Fundamental	119467	Use language and communication in occupational learning programmes [2nd language]	Level 3	5
Fundamental	119472	Accommodate audience and context needs in oral/signed communication [2nd language]	Level 3	5
Fundamental	119457	Interpret and use information from texts [2nd language]	Level 3	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts [2nd language]	Level 3	5
Learning Programme 4: Financial and Mathematical Literacy				
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	6
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	6
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 4	4
Learning Programme 5: Contact Centre Customers and Sales Techniques				
Core	10326	Identify customers of Contact Centres	Level 4	4
Core	10323	Implement Contact Centre specific sales techniques to generate sales through a Contact Centre	Level 4	12
Core	10324	Describe features, advantages and benefits of a range of products or services	Level 4	6
Learning Programme 6: Contact Centre Service Levels and Statistical Data				
Core	10313	Comply with service levels as set out in a Contact Centre Operation	Level 4	10
Core	10322	Retrieve and correlate statistical data applicable to Contact Centres	Level 4	12
Learning Programme 7: Contact Centre Performance and Coaching				
Core	10321	Monitor and maintain performance standards in a Contact Centre	Level 4	12
Core	10327	Provide coaching to personnel within a Contact Centre	Level 4	10
Learning Programme 8: Contact Centre Supervisory Activities				
Elective	10328	Implement and co-ordinate Contact Centre activities in a commercial environment	Level 4	18

Note: The above learning programmes are available for sale as individual learning programmes – see Integrated Learning Programmes later in the list.

Option 2: Integrated learning programme material set - LP 71489: Contact Centre Operations LARGER FONT

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
93996	FETC: **Contact Centre Operations** Learning Programme: 71489: Contact Centre Operations *Note: Integrated learning programmes* **LARGER FONT** *for impaired learners*	4	132	R 16 500

The *integrated* learning material sets have been developed in specific modules that are fully integrated:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Learning Programme 1: Contact Centres and Occupational Learning				
	No Ustd	Introduction to Contact Centres		
Learning Programme 2: Business Communication				
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	Level 4	5
Fundamental	119469	Read/view, analyse and respond to a variety of texts	Level 4	5
Fundamental	119459	Write/present/sign for a wide range of contexts	Level 4	5
Fundamental	12153	Use the writing process to compose texts required in the business environment	Level 4	5
Learning Programme 3: Occupational Learning and Second Language Communication				
Fundamental	119467	Use language and communication in occupational learning programmes [2nd language]	Level 3	5
Fundamental	119472	Accommodate audience and context needs in oral/signed communication [2nd language]	Level 3	5
Fundamental	119457	Interpret and use information from texts [2nd language]	Level 3	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts [2nd language]	Level 3	5
Learning Programme 4: Financial and Mathematical Literacy				
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	6
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	6
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 4	4
Learning Programme 5: Contact Centre Customers and Sales Techniques				
Core	10326	Identify customers of Contact Centres	Level 4	4
Core	10323	Implement Contact Centre specific sales techniques to generate sales through a Contact Centre	Level 4	12
Core	10324	Describe features, advantages and benefits of a range of products or services	Level 4	6
Learning Programme 6: Contact Centre Service Levels and Statistical Data				
Core	10313	Comply with service levels as set out in a Contact Centre Operation	Level 4	10
Core	10322	Retrieve and correlate statistical data applicable to Contact Centres	Level 4	12
Learning Programme 7: Contact Centre Performance and Coaching				
Core	10321	Monitor and maintain performance standards in a Contact Centre	Level 4	12
Core	10327	Provide coaching to personnel within a Contact Centre	Level 4	10
Learning Programme 8: Contact Centre Supervisory Activities				
Elective	10328	Implement and co-ordinate Contact Centre activities in a commercial environment	Level 4	18

NQF5 Qualifications

Note: *All prices quoted are excluding VAT*

Qualification: 20613: National Diploma: Event Co-ordination

Option 1: Integrated learning programme material set

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
20613	National Diploma: Event Co-ordination *Note: Integrated learning programmes*	5	245	R 23 000

The *integrated* learning material sets have been developed in specific learning programmes that are fully integrated:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Learning Programme 1: The Event Industry				
Core	8608	Operate in the national and international event industry	Level 4	3
Core	8609	Understand the inter-relatedness of event elements	Level 4	20
Learning Programme 2: Tourism and Events				
Core	8490	Contribute to sustainable tourism in South Africa	Level 4	4
Core	8480	Introduce South Africa to tourists	Level 4	7
Core	8598	Introduce South African heritage to tourists	Level 4	7
Learning Programme 3: Event Customer Service				
Core	8600	Care for Customers	Level 4	3
Core	8551	Oversee arrival and departure of customers	Level 4	3
Learning Programme 4: Managing Oneself for Events				
Fundamental	8618	Organise oneself in the workplace	Level 2	3
Fundamental	7547	Operate a personal computer system	Level 2	6
Learning Programme 5: Co-ordinate and Evaluate an Event				
Core	13482	Co-ordinate an event	Level 5	12
Core	13483	Evaluate an event to ensure sustainable events	Level 5	3
Learning Programme 6: Health and Safety for Events				
Core	9224	Implement policies regarding HIV/AIDS in the workplace	Level 5	4
Core	7868	Monitor and maintain health, safety and security	Level 5	4
Learning Programme 7: Do Research for an Event				
Core	13486	Research an event	Level 5	4
Fundamental	8663	Plan and conduct a research project	Level 5	6
Fundamental	8662	Analyse and communicate workplace data	Level 5	5
Learning Programme 8: Plan an Event				
Core	13485	Plan an event	Level 5	10
Fundamental	9242	Analyse external factors influencing people who have special needs	Level 5	4
Learning Programme 9: Design an Event				
Core	14806	Design an event	Level 5	10
Core	13484	Perform successful event administration	Level 5	8
Learning Programme 10: Communicate in Event Co-ordination				
Fundamental	8647	Apply workplace communication skills	Level 5	10
Fundamental	8664	Examine social features as pertaining to the workplace	Level 5	4
Learning Programme 11: Lead an Events Team				
Fundamental	8665	Lead a team	Level 5	4
Fundamental	8648	Demonstrate an understanding of professional values and ethics	Level 5	4
Learning Programme 12: Manage Event Finances				
Elective	7878	Prepare and maintain financial records and statements	Level 5	12
Learning Programme 13: Manage Customer Service Quality and Staff Performance				
Elective	7889	Manage quality in the organisation	Level 6	6
Elective	7888	Monitor staff performance	Level 6	5
Learning Programme 14: Manage Event Finances				
Elective	14807	Produce a safe and successful event within a specific event subfield	Level 5	35
Core	10993	Conduct an integrative project in the workplace	Level 5	40

Note: The above learning programmes are available for sale as individual learning programmes – see Integrated Learning Programmes later in the list.

Qualification: 49075: National Certificate: Organisational Transformation and Change Management

Option 1: Integrated learning programme material set

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
49075	National Certificate: Organisational Transformation and Change Management *Note: Integrated learning programmes*	5	127	R 18 500

The *integrated* learning material sets have been developed in specific learning programmes that are fully integrated:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Learning Programme 1: Use communication to apply SA transformative HRD legislation to Organisational Transformation				
Fundamental	8647	Apply workplace communication skills	Level 5	10
Fundamental	10622	Conduct communication within a business environment	Level 5	8
Fundamental	12433	Use communication techniques effectively	Level 5	8
Core	116929	Recognise the transformative elements of South Africa's Human Resources Development legislation	Level 5	10
Core	116918	Implement skills development in order to facilitate organisational transformation	Level 5	8
Learning Programme 2: Implement Change Management to take advantage of diversity in the workplace				
Core	115407	Apply the principles of change management in the workplace	Level 5	10
Core	116928	Manage diversity in the workplace	Level 5	14
Learning Programme 3: Apply Complexity Theory				
Fundamental	7465	Collect and use data to establish complex statistical and probability models and solve related problems	Level 4	5
Core	116960	Apply the basic principles of complexity theory to organisational transformation	Level 5	12
Learning Programme 4: Underpin OT through the use of a value system				
Core	116949	Establish how a value system underpins organisational transformation	Level 5	12
Learning Programme 5: Use Employment Equity in the Organisation				
Core	116927	Apply the principles of employment equity to organisational transformation	Level 5	10
Elective	116919	Use the principles of employment equity to relate corporate social responsibility to organisational transformation	Level 5	10
Elective	116921	Apply the principles of Employment Equity to dealing with terminal or chronic illnesses, particularly HIV/Aids, in the workplace	Level 5	10

Note: The above learning programmes are available for sale as individual learning programmes – see Integrated Learning Programmes later in the list.

Qualification: 50334: NC: Occupationally Directed Education Training and Development Practices

Option 1: Mostly single unit standard material set - Specialisation: SDF

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
[50334](#)	National Certificate: Occupationally Directed Education Training and Development Practices Specialisation: Skills Development Facilitation *Note: Most in single unit standards and SDF integrated*	5	120	R 18 500

The individual unit standard learning material sets and the SDF integrated learning programme pack have been developed related to the following unit standards:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Core	115753	Conduct outcomes-based assessment	Level 5	15
Core	117865	Assist and support learners to manage their learning experiences	Level 4	5
Core	117874	Guide learners about their learning, assessment and recognition opportunities	Level 5	6
Core	117871	Facilitate learning using a variety of given methodologies	Level 5	10
Core	123396	Define target audience profiles and skills gaps	Level 4	6
Core	123397	Evaluate a learning intervention using given evaluation instruments	Level 5	10
Core	114924	Demonstrate understanding of the outcomes-based education and training approach within the context of a National Qualifications Framework	Level 5	5
Fundamental	115789	Sustain oral interaction across a wide range of contexts and critically evaluate spoken texts	Level 5	5
Fundamental	115790	Write and present for a wide range of purposes, audiences and contexts	Level 5	5
SDF Integrated module (ELO6: Conduct skills development facilitation) – integrated programme				
Core	15221	Provide information and advice regarding skills development and related issues	Level 5	4
Elective	15218	Conduct an analysis to determine outcomes of learning for skills development and other purposes	Level 6	4
Elective	15217	Develop an organisational training and development plan	Level 5	6
Elective	15232	Coordinate planned skills development interventions in an organisation	Level 5	6
Elective	15222	Promote a learning culture in an organisation	Level 5	5
Elective	15227	Conduct skills development administration in an organisation	Level 4	4
Select an additional minimum of 20 credits from the list below				
Elective	115755	Design and develop outcomes-based assessments	Level 6	10
Elective	115759	Conduct moderation of outcomes-based assessments	Level 6	10
Elective	123394	Develop outcomes-based learning programmes	Level 5	10

Note: For the *electives* in this qualification, Exit Level Outcome 6: Conduct skills development facilitation was selected

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Option 2: Integrated learning programme material set

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
50334	National Certificate: Occupationally Directed Education Training and Development Practices Specialisation: Skills Development Facilitation *Note: Integrated learning programmes*	5	120	R 18 500

The *integrated* unit standard learning material sets have been developed related to the following unit standards:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Learning Programme 1: Communicate in ETD settings				
Core	114924	Demonstrate understanding of the outcomes-based education & training approach within the context of NQF	Level 5	5
Fundamental	115789	Sustain oral interaction across a wide range of contexts & critically evaluate spoken texts	Level 5	5
Fundamental	115790	Write & present for a wide range of purposes, audiences & contexts	Level 5	5
Learning Programme 2: Skills Development Facilitation				
Core	15221	Provide information & advice regarding skills development & related issues	Level 5	4
Elective	15218	Conduct an analysis to determine outcomes of learning for skills development and other purposes	Level 6	4
Elective	15217	Develop an organisational training & development plan	Level 5	6
Elective	15232	Coordinate planned skills development interventions in an organisation	Level 5	6
Elective	15222	Promote a learning culture in an organisation	Level 5	5
Elective	15227	Conduct skills development administration in an organisation	Level 4	4
Learning Programme 3: OBE learning materials				
Core	123396	Define target audience profiles & skills gaps	Level 4	6
Elective	123394	Develop outcomes-based learning materials	Level 5	10
Elective	115755	Design and develop outcomes-based assessments	Level 6	10
Learning Programme 4: Facilitate learning				
Core	117871	Facilitate learning using a variety of given methodologies	Level 5	10
Core	123397	Evaluate a learning intervention using given evaluation instruments	Level 5	10
Learning Programme 5: Provide learner support				
Core	117874	Guide learners about their learning, assessment & recognition opportunities	Level 5	6
Core	117865	Assist & support learners to manage their learning experiences	Level 4	5
Learning Programme 6: Conduct assessment				
Core	115753	Conduct outcomes-based assessment	Level 5	15
Learning Programme 7: Conduct moderation				
Elective	115759	Conduct moderation of outcomes-based assessments	Level 6	10

Note: The above learning programmes are available for sale as individual learning programmes – see Integrated Learning Programmes later in the list.

Qualification: 58820: NC: Advertising

Option 1: Single unit standard material set - Specialisation: Copywriting

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
58820	National Certificate: Advertising Specialisation: Copywriting: (MICT) *Single Unit Standards*	5	124	R 18 500

The *individual unit standard* learning material sets have been developed related to the following unit standards:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Core	10064	Investigate and explain marketing communications concepts	Level 5	8
Core	10147	Supervise a project team of a technical project to deliver project objectives	Level 5	14
Core	244560	Present advertising ideas	Level 5	7
Core	244580	Develop advertising activity specifications	Level 5	15
Core	244613	Select information for advertising assignments	Level 5	10
Core	244616	Recommend resources for advertising assignments	Level 5	15
Fundamental	115789	Sustain oral interaction across a wide range of contexts and critically evaluate spoken texts	Level 5	5
Fundamental	115790	Write and present for a wide range of purposes, audiences and contexts	Level 5	5
Fundamental	115792	Access, process, adapt and use data from a wide range of texts	Level 5	5
Specialisation: *Copywriting*				
Compulsory Elective	244612	Write advertising copy	Level 5	15
Compulsory Elective	117558	Write scripts for an audio visual medium	Level 5	10
Elective	10067	Develop customer needs and relationships	Level 5	16

Qualification: 59201: NC: Generic Management

Option 1: Single unit standard material set - LP 60269: General Management

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
59201	National Certificate: Generic Management Learning Programme: 60269: General Management (SSETA) *Single Unit Standards*	5	162	R 20 500

The *individual unit standard* learning material sets have been developed related to the following unit standards:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Core	252020	Create and manage an environment that promotes innovation	Level 5	6
Core	252021	Formulate recommendations for a change process	Level 5	8
Core	252025	Monitor, assess and manage risk	Level 5	8
Core	252027	Devise and apply strategies to establish and maintain workplace relationships	Level 5	6
Core	252029	Lead people development and talent management	Level 5	8
Core	252032	Develop, implement and evaluate an operational plan	Level 5	8
Core	252034	Monitor and evaluate team members against performance standards	Level 5	8
Core	252035	Select and coach first line managers	Level 5	8
Core	252037	Build teams to achieve goals and objectives	Level 5	6
Core	252043	Manage a diverse work force to add value	Level 5	6
Core	252044	Apply the principles of knowledge management	Level 5	6
Fundamental	12433	Use communication techniques effectively	Level 5	8
Fundamental	120300	Analyse leadership and related theories in a work context	Level 5	8
Fundamental	252022	Develop, implement and evaluate a project plan	Level 5	8
Fundamental	252026	Apply a systems approach to decision making	Level 5	6
Fundamental	252036	Apply mathematical analysis to economic and financial information	Level 5	6
Fundamental	252040	Manage the finances of a unit	Level 5	8
Fundamental	252042	Apply the principles of ethics to improve organisational culture	Level 5	5
Specialisation: *General Management* **(Learning Programme ID 60269)***:*				
Select an additional minimum of 35 credits from the list below				
Elective	12140	Recruit and select candidates to fill defined positions	Level 5	9
Elective	15214	Recognise areas in need of change make recommendations and implement change in the team, department or division	Level 5	3
Elective	15219	Develop and implement a strategy and action plans for a team, department or division	Level 5	4
Elective	15224	Empower team members through recognising strengths, encouraging participation in decision making and delegating tasks	Level 5	4
Elective	15236	Apply financial analysis	Level 5	4
Elective	114226	Interpret and manage conflicts within the workplace	Level 5	8
Elective	117853	Conduct negotiations to deal with conflict situations	Level 5	8
Elective	252024	Evaluate current practices against best practice	Level 5	4
Elective	252031	Apply the principles and concepts of emotional intelligence to the management of self and others	Level 5	4
Elective	252041	Promote a learning culture in an organisation	Level 5	5
Elective	264408	Manage and improve communication processes in a function	Level 6	3

Option 2: Integrated learning programme material set - LP 60269: General Management

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
59201	National Certificate: Generic Management Learning Programme: 60269: General Management (SSETA) *Integrated learning programmes*	5	162	R 20 500

The *integrated* unit standard learning material sets have been developed related to the following unit standards:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Learning Programme 1: Leadership				
Fundamental	120300	Analyse leadership and related theories in a work context	Level 5	8
Core	252037	Build teams to achieve goals and objectives	Level 5	6
Elective	15224	Empower team members through recognising strengths, encouraging participation in decision making and delegating tasks	Level 5	4
Learning Programme 2: Relationship Management				
Core	252027	Devise and apply strategies to establish and maintain workplace relationships	Level 5	6
Elective	252031	Apply the principles and concepts of emotional intelligence to the management of self and others	Level 5	4
Fundamental	12433	Use communication techniques effectively	Level 5	8
Learning Programme 3: Diversity and Conflict Management				
Core	252043	Manage a diverse work force to add value	Level 5	6
Elective	117853	Conduct negotiations to deal with conflict situations	Level 5	8
Elective	114226	Interpret and manage conflicts within the workplace	Level 5	8
Learning Programme 4: People Management				
Elective	12140	Recruit and select candidates to fill defined positions	Level 5	9
Core	252029	Lead people development and talent management	Level 5	8
Core	252034	Monitor and evaluate team members against performance standards	Level 5	8
Core	252035	Select and coach first line managers	Level 5	8
Learning Programme 5: Financial Management				
Fundamental	252036	Apply mathematical analysis to economic and financial information.	Level 5	6
Fundamental	252040	Manage the finances of a unit	Level 5	8
Learning Programme 6: Best Practice Management				
Elective	252024	Evaluate current practices against best practice	Level 5	4
Fundamental	252042	Apply the principles of ethics to improve organisational culture	Level 5	5
Core	252044	Apply the principles of knowledge management	Level 5	6
Learning Programme 7: Change Management				
Core	252021	Formulate recommendations for a change process	Level 5	8
Core	252020	Create and manage an environment that promotes innovation	Level 5	6
Fundamental	252026	Apply a systems approach to decision making	Level 5	6
Learning Programme 8: Results-based Management				
Core	252032	Develop, implement and evaluate an operational plan	Level 5	8
Core	252025	Monitor, assess and manage risk	Level 5	8
Fundamental	252022	Develop, implement and evaluate a project plan	Level 5	8

Note: The above learning programmes are available for sale as individual learning programmes – see Integrated Learning Programmes later in the list.

Option 3: Integrated learning programme material set - LP 60273: Customer Management

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
59201	National Certificate: Generic Management Learning Programme: 60273: Customer Management (SSETA) *Integrated learning programmes*	5	162	R 20 500

The *integrated* unit standard learning material sets have been developed related to the following unit standards:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Learning Programme 1: Leadership				
Fundamental	120300	Analyse leadership and related theories in a work context	Level 5	8
Core	252037	Build teams to achieve goals and objectives	Level 5	6
Learning Programme 2: Relationship Management				
Core	252027	Devise and apply strategies to establish and maintain workplace relationships	Level 5	6
Core	252043	Manage a diverse work force to add value	Level 5	6
Fundamental	12433	Use communication techniques effectively	Level 5	8
Learning Programme 3: Customer Management				
Elective	10053	Manage customer requirements and needs and implement action plans	Level 5	8
Elective	10054	Identify and manage areas of customer service impact	Level 5	6
Elective	10067	Develop customer needs and relationships	Level 5	16
Learning Programme 4: People Management				
Elective	10052	Monitor handling of customer by frontline customer service	Level 5	8
Core	252029	Lead people development and talent management	Level 5	8
Core	252034	Monitor and evaluate team members against performance standards	Level 5	8
Core	252035	Select and coach first line managers	Level 5	8
Learning Programme 5: Financial Management				
Fundamental	252036	Apply mathematical analysis to economic and financial information	Level 5	6
Fundamental	252040	Manage the finances of a unit	Level 5	8
Learning Programme 6: Ethics and Knowledge Management				
Fundamental	252042	Apply the principles of ethics to improve organisational culture	Level 5	5
Core	252044	Apply the principles of knowledge management	Level 5	6
Learning Programme 7: Change Management				
Core	252021	Formulate recommendations for a change process	Level 5	8
Core	252020	Create and manage an environment that promotes innovation	Level 5	6
Fundamental	252026	Apply a systems approach to decision making	Level 5	6
Learning Programme 8: Results-based Management				
Core	252032	Develop, implement and evaluate an operational plan	Level 5	8
Core	252025	Monitor, assess and manage risk	Level 5	8
Fundamental	252022	Develop, implement and evaluate a project plan	Level 5	8

Note: The above learning programmes are available for sale as individual learning programmes

Option 4: Single unit standard material set - LP 96100: General Management Banking

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
59201	National Certificate: Generic Management Learning Programme: 96100: General Management: Banking (BANKSETA) *Single Unit Standards*	5	162	R 20 500

The *individual unit standard* learning material sets have been developed related to the following unit standards:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Core	252020	Create and manage an environment that promotes innovation	Level 5	6
Core	252021	Formulate recommendations for a change process	Level 5	8
Core	252025	Monitor, assess and manage risk	Level 5	8
Core	252027	Devise and apply strategies to establish and maintain workplace relationships	Level 5	6
Core	252029	Lead people development and talent management	Level 5	8
Core	252032	Develop, implement and evaluate an operational plan	Level 5	8
Core	252034	Monitor and evaluate team members against performance standards	Level 5	8
Core	252035	Select and coach first line managers	Level 5	8
Core	252037	Build teams to achieve goals and objectives	Level 5	6
Core	252043	Manage a diverse work force to add value	Level 5	6
Core	252044	Apply the principles of knowledge management	Level 5	6
Fundamental	12433	Use communication techniques effectively	Level 5	8
Fundamental	120300	Analyse leadership and related theories in a work context	Level 5	8
Fundamental	252022	Develop, implement and evaluate a project plan	Level 5	8
Fundamental	252026	Apply a systems approach to decision making	Level 5	6
Fundamental	252036	Apply mathematical analysis to economic and financial information	Level 5	6
Fundamental	252040	Manage the finances of a unit	Level 5	8
Fundamental	252042	Apply the principles of ethics to improve organisational culture	Level 5	5
Specialisation: *General Management: Banking* (Learning Programme ID 96100):				
Select an additional minimum of 35 credits from the list below				
Elective	12140	Recruit and select candidates to fill defined positions	Level 5	9
Elective	15214	Recognise areas in need of change make recommendations and implement change in the team, department or division	Level 5	3
Elective	15219	Develop and implement a strategy and action plans for a team, department or division	Level 5	4
Elective	15224	Empower team members through recognising strengths, encouraging participation in decision making and delegating tasks	Level 5	4
Elective	15236	Apply financial analysis	Level 5	4
Elective	114226	Interpret and manage conflicts within the workplace	Level 5	8
Elective	117853	Conduct negotiations to deal with conflict situations	Level 5	8
Elective	252024	Evaluate current practices against best practice	Level 5	4
Elective	252031	Apply the principles and concepts of emotional intelligence to the management of self and others	Level 5	4
Elective	252041	Promote a learning culture in an organisation	Level 5	5
Elective	264408	Manage and improve communication processes in a function	Level 6	3

Option 5: Integrated learning programme material set - LP 96100: General Management Banking

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
59201	National Certificate: Generic Management Learning Programme: 96100: General Management: Banking (BANKSETA) *Integrated learning programmes*	5	162	R 20 500

The *integrated* unit standard learning material sets have been developed related to the following unit standards:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Learning Programme 1: Leadership				
Fundamental	120300	Analyse leadership and related theories in a work context	Level 5	8
Core	252037	Build teams to achieve goals and objectives	Level 5	6
Elective	15224	Empower team members through recognising strengths, encouraging participation in decision making and delegating tasks	Level 5	4
Learning Programme 2: Relationship Management				
Core	252027	Devise and apply strategies to establish and maintain workplace relationships	Level 5	6
Elective	252031	Apply the principles and concepts of emotional intelligence to the management of self and others	Level 5	4
Fundamental	12433	Use communication techniques effectively	Level 5	8
Learning Programme 3: Diversity and Conflict Management				
Core	252043	Manage a diverse work force to add value	Level 5	6
Elective	117853	Conduct negotiations to deal with conflict situations	Level 5	8
Elective	114226	Interpret and manage conflicts within the workplace	Level 5	8
Learning Programme 4: People Management				
Elective	12140	Recruit and select candidates to fill defined positions	Level 5	9
Core	252029	Lead people development and talent management	Level 5	8
Core	252034	Monitor and evaluate team members against performance standards	Level 5	8
Core	252035	Select and coach first line managers	Level 5	8
Learning Programme 5: Financial Management				
Fundamental	252036	Apply mathematical analysis to economic and financial information.	Level 5	6
Fundamental	252040	Manage the finances of a unit	Level 5	8
Learning Programme 6: Best Practice Management				
Elective	252024	Evaluate current practices against best practice	Level 5	4
Fundamental	252042	Apply the principles of ethics to improve organisational culture	Level 5	5
Core	252044	Apply the principles of knowledge management	Level 5	6
Learning Programme 7: Change Management				
Core	252021	Formulate recommendations for a change process	Level 5	8
Core	252020	Create and manage an environment that promotes innovation	Level 5	6
Fundamental	252026	Apply a systems approach to decision making	Level 5	6
Learning Programme 8: Results-based Management				
Core	252032	Develop, implement and evaluate an operational plan	Level 5	8
Core	252025	Monitor, assess and manage risk	Level 5	8
Fundamental	252022	Develop, implement and evaluate a project plan	Level 5	8

Note: The above learning programmes are available for sale as individual learning programmes – see Integrated Learning Programmes later in the list.

Option 6: Single unit standard material set - LP 80747: Salon Management

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
59201	National Certificate: Generic Management Learning Programme: 80747: Salon Management (SSETA) *Single Unit Standards*	5	162	R 20 500

The *individual unit standard* learning material sets have been developed related to the following unit standards:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Core	252020	Create and manage an environment that promotes innovation	Level 5	6
Core	252021	Formulate recommendations for a change process	Level 5	8
Core	252025	Monitor, assess and manage risk	Level 5	8
Core	252027	Devise and apply strategies to establish and maintain workplace relationships	Level 5	6
Core	252029	Lead people development and talent management	Level 5	8
Core	252032	Develop, implement and evaluate an operational plan	Level 5	8
Core	252034	Monitor and evaluate team members against performance standards	Level 5	8
Core	252035	Select and coach first line managers	Level 5	8
Core	252037	Build teams to achieve goals and objectives	Level 5	6
Core	252043	Manage a diverse work force to add value	Level 5	6
Core	252044	Apply the principles of knowledge management	Level 5	6
Fundamental	12433	Use communication techniques effectively	Level 5	8
Fundamental	120300	Analyse leadership and related theories in a work context	Level 5	8
Fundamental	252022	Develop, implement and evaluate a project plan	Level 5	8
Fundamental	252026	Apply a systems approach to decision making	Level 5	6
Fundamental	252036	Apply mathematical analysis to economic and financial information	Level 5	6
Fundamental	252040	Manage the finances of a unit	Level 5	8
Fundamental	252042	Apply the principles of ethics to improve organisational culture	Level 5	5
Specialisation: *Salon Management* (Learning Programme ID 80747):				
Select an additional minimum of 35 credits from the list below				
Compulsory Elective	255514	Conduct a disciplinary hearing	Level 5	15
Elective	15214	Recognise areas in need of change make recommendations and implement change in the team, department or division	Level 5	3
Elective	15234	Apply efficient time management to the work of a department/division/section	Level 5	4
Elective	114226	Interpret and manage conflicts within the workplace	Level 5	8
Elective	114600	Apply innovative thinking to the development of a small business	Level 4	8
Elective	252031	Apply the principles and concepts of emotional intelligence to the management of self and others	Level 5	4

Option 7: Single unit standard material set - LP 63334: Wholesale and Retail Management

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
59201	National Certificate: Generic Management Learning Programme: 63334: Wholesale and Retail Management (W&RSETA) *Single Unit Standards*	5	162	R 20 500

The *individual unit standard* learning material sets have been developed related to the following unit standards:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Core	252020	Create and manage an environment that promotes innovation	Level 5	6
Core	252021	Formulate recommendations for a change process	Level 5	8
Core	252025	Monitor, assess and manage risk	Level 5	8
Core	252027	Devise and apply strategies to establish and maintain workplace relationships	Level 5	6
Core	252029	Lead people development and talent management	Level 5	8
Core	252032	Develop, implement and evaluate an operational plan	Level 5	8
Core	252034	Monitor and evaluate team members against performance standards	Level 5	8
Core	252035	Select and coach first line managers	Level 5	8
Core	252037	Build teams to achieve goals and objectives	Level 5	6
Core	252043	Manage a diverse work force to add value	Level 5	6
Core	252044	Apply the principles of knowledge management	Level 5	6
Fundamental	12433	Use communication techniques effectively	Level 5	8
Fundamental	120300	Analyse leadership and related theories in a work context	Level 5	8
Fundamental	252022	Develop, implement and evaluate a project plan	Level 5	8
Fundamental	252026	Apply a systems approach to decision making	Level 5	6
Fundamental	252036	Apply mathematical analysis to economic and financial information	Level 5	6
Fundamental	252040	Manage the finances of a unit	Level 5	8
Fundamental	252042	Apply the principles of ethics to improve organisational culture	Level 5	5
Specialisation: Wholesale and Retail Management (Learning Programme ID 63334)*:*				
Select an additional minimum of 35 credits from the list below				
Elective	12140	Recruit and select candidates to fill defined positions	Level 5	9
Elective	255499	Manage shrinkage and losses in a wholesale and retail unit	Level 5	12
Elective	255514	Conduct a disciplinary hearing	Level 5	15

Option 8: Integrated learning programme material set - LP 63334: Wholesale and Retail Management

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
59201	National Certificate: Generic Management Learning Programme: 63334: Wholesale and Retail Management (W&RSETA) *Integrated learning programmes*	5	162	R 20 500

The *integrated* unit standard learning material sets have been developed related to the following unit standards:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Learning Programme 1: Leadership				
Fundamental	120300	Analyse leadership and related theories in a work context	Level 5	8
Fundamental	252042	Apply the principles of ethics to improve organisational culture	Level 5	5
Learning Programme 2: Communication				
Fundamental	12433	Use communication techniques effectively	Level 5	8
Learning Programme 3: Results-based Management				
Core	252032	Develop, implement and evaluate an operational plan	Level 5	8
Core	252025	Monitor, assess and manage risk	Level 5	8
Fundamental	252022	Develop, implement and evaluate a project plan	Level 5	8
Learning Programme 4: Financial Management				
Fundamental	252036	Apply mathematical analysis to economic and financial information.	Level 5	6
Fundamental	252040	Manage the finances of a unit	Level 5	8
Learning Programme 5: Shrinkage Management				
Elective	255499	Manage shrinkage and losses in a wholesale and retail unit	Level 5	12
Learning Programme 6: Team Management				
Core	252037	Build teams to achieve goals and objectives	Level 5	6
Core	252029	Lead people development and talent management	Level 5	8
Learning Programme 7: Change Management				
Core	252021	Formulate recommendations for a change process	Level 5	8
Core	252020	Create and manage an environment that promotes innovation	Level 5	6
Fundamental	252026	Apply a systems approach to decision making	Level 5	6
Learning Programme 8: Relationship Management				
Core	252027	Devise and apply strategies to establish and maintain workplace relationships	Level 5	6
Core	252043	Manage a diverse work force to add value	Level 5	6
Core	252044	Apply the principles of knowledge management	Level 5	6
Learning Programme 9: People Management				
Elective	12140	Recruit and select candidates to fill defined positions	Level 5	9
Core	252035	Select and coach first line managers	Level 5	8
Learning Programme 10: Performance Management				
Core	252034	Monitor and evaluate team members against performance standards	Level 5	8
Elective	255514	Conduct a disciplinary hearing	Level 5	15

Note: The above learning programmes are available for sale as individual learning programmes – see Integrated Learning Programmes later in the list.
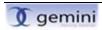
Option 9: Single unit standard material set - LP 66310: Service Station Management

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
59201	National Certificate: Generic Management Learning Programme: 66310: Service Station Management (W&RSETA) _Single Unit Standards_	5	162	R 20 500

The _individual unit standard_ learning material sets have been developed related to the following unit standards:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Core	252020	Create and manage an environment that promotes innovation	Level 5	6
Core	252021	Formulate recommendations for a change process	Level 5	8
Core	252025	Monitor, assess and manage risk	Level 5	8
Core	252027	Devise and apply strategies to establish and maintain workplace relationships	Level 5	6
Core	252029	Lead people development and talent management	Level 5	8
Core	252032	Develop, implement and evaluate an operational plan	Level 5	8
Core	252034	Monitor and evaluate team members against performance standards	Level 5	8
Core	252035	Select and coach first line managers	Level 5	8
Core	252037	Build teams to achieve goals and objectives	Level 5	6
Core	252043	Manage a diverse work force to add value	Level 5	6
Core	252044	Apply the principles of knowledge management	Level 5	6
Fundamental	12433	Use communication techniques effectively	Level 5	8
Fundamental	120300	Analyse leadership and related theories in a work context	Level 5	8
Fundamental	252022	Develop, implement and evaluate a project plan	Level 5	8
Fundamental	252026	Apply a systems approach to decision making	Level 5	6
Fundamental	252036	Apply mathematical analysis to economic and financial information	Level 5	6
Fundamental	252040	Manage the finances of a unit	Level 5	8
Fundamental	252042	Apply the principles of ethics to improve organisational culture	Level 5	5
Specialisation: Wholesale and Retail Management (Learning Programme ID 63334)_:_				
Select an additional minimum of 35 credits from the list below				
Elective	114274	Demonstrate and apply an understanding of the Basic Conditions of Employment Act (Act 75 of 1997)	Level 5	8
Elective	114592	Produce business plans for a new venture	Level 4	8
Elective	242668	Demonstrate knowledge and application of the Occupational Health and Safety Act, 85 of 1993 (OHSA) (as amended) and the responsibilities of management in terms of the Act	Level 4	4
Elective	252024	Evaluate current practices against best practice	Level 5	4
Elective	255499	Manage shrinkage and losses in a wholesale and retail unit	Level 5	12
Elective	255514	Conduct a disciplinary hearing	Level 5	15

Qualification: 61589: NC: Banking

Option 1: Integrated learning programme material set

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
61589	National Certificate: Banking Learning Programme 20186: National Certificate: Banking *Note: Integrated learning programmes*	5	120	R 18 500

The *integrated* learning material sets have been developed in specific learning programmes that are fully integrated:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Learning Programme 1: Apply financial practices				
Elective	117781	Explain legislative and regulatory requirements and their impacts	Level 5	16
Elective	115821	Apply business financial practices	Level 5	4
Elective	15236	Apply financial analysis	Level 5	4
Elective	116365	Evaluate the financial practices of a business	Level 6	9
Learning Programme 2: Provide financial solutions to clients				
Fundamental	7356	Provide sales related services within the banking sector	Level 5	15
Elective	10045	Identify product features, advantages and benefits to the customer	Level 5	10
Fundamental	7345	Determine the banking-related financial needs of a business	Level 5	20
Elective	7396	Present a banking-related financial solution to a business client for consideration	Level 5	8
Learning Programme 3: Manage budgets and business continuity risks				
Elective	7880	Prepare, implement, manage and control budgets	Level 6	10
Elective	7340	Manage Business Continuity Risks in a banking environment	Level 5	30

Note: The above learning programmes are available for sale as individual learning programmes – see Integrated Learning Programmes later in the list.

Qualification: 61592: ND: Human Resources Management and Practices

Option 1: Integrated learning programme material set

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
61592	National Diploma: Human Resources Management and Practices Learning Programme: 49692 *Note: Integrated learning programmes*	5	249	R 23 000

The *integrated* learning material sets have been developed in specific learning programmes that are fully integrated:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Learning Programme 1: Deal with legislation				
Core	114274	Demonstrate and apply an understanding of the Basic Conditions of Employment Act (Act 75 of 1997)	Level 5	8
Core	114273	Demonstrate and apply an understanding of the Labour Relations Act with respect to Collective Agreements and Bargaining Councils	Level 5	6
Core	11909	Monitor and advise on substantive conditions of employment and related rights and obligations in an organisation	Level 5	5
Elective	230448	Contribute towards organisation policy development	Level 5	8
Learning Programme 2: Manage the personnel function				
Core	12140	Recruit and select candidates to fill defined positions	Level 5	9
Core	7848	Manage the induction of new staff	Level 5	5
Core	7882	Manage Payroll Records	Level 5	6
Core	10171	Manage the capture, storage and retrieval of human resources information using an information system	Level 5	3
Core	11907	Draft an employment contract	Level 5	3
Elective	11911	Manage individual careers	Level 5	5
Fundamental	110528	Compile and control a budget for a range of office supply requirements	Level 5	4
Learning Programme 3: Facilitation Skills				
Core	12138	Conduct an organisational needs analysis	Level 6	10
Core	117871	Facilitate learning using a variety of given methodologies	Level 5	10
Core	115830	Develop own ability to provide a business advisory service for SMMEs	Level 5	10
Fundamental	115791	Use language and communication strategies for vocational and occupational learning	Level 5	5
Elective	114924	Demonstrate understanding of the outcomes-based education and training approach within the context of a National Qualifications Framework	Level 5	5
Learning Programme 4: Skills Development Facilitation				
Core	15232	Coordinate planned skills development interventions in an organisation	Level 5	6
Elective	252041	Promote a learning culture in an organisation	Level 5	5
Elective	15228	Advise on the establishment and implementation of a quality management system for skills development practices in an organisation	Level 5	10
Elective	15217	Develop an organisational training and development plan	Level 5	6
Elective	15221	Provide information and advice regarding skills development and related issues	Level 5	4
Elective	15218	Conduct an analysis to determine outcomes of learning for skills development and other purposes	Level 6	4
Learning Programme 5: Assessment				
Core	115753	Conduct outcomes-based assessment	Level 5	15
Learning Programme 6: Supervise a team				
Core	15220	Set, monitor and measure the achievement of goals and objectives for a team, department or division within an organisation	Level 5	4
Core	10148	Supervise a project team of a business project to deliver project objectives	Level 5	14
Core	15230	Monitor and evaluate team members against performance standards (Monitor team members and measure effectiveness of performance)	Level 5	4
Core	15229	Implement codes of conduct in the team, department or division	Level 5	3
Learning Programme 7: Facilitate labour relations				
Core	12139	Facilitate the resolution of employee grievances	Level 6	5
Core	10985	Conduct a disciplinary hearing	Level 6	5
Core	11286	Institute disciplinary action	Level 5	8
Learning Programme 8: Communicate effectively				
Fundamental	10044	Implement a generic communication strategy	Level 5	10
Fundamental	12433	Use communication techniques effectively	Level 5	8
Learning Programme 9: Improve productivity				
Elective	264403	Apply problem-solving techniques to make decisions on a multi-faceted problem	Level 6	5

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Core	114882	Develop holistic productivity improvement strategies and plans	Level 5	10
Core	114886	Measure and assess the factors that influence labour productivity and establish the relative impact of each factor	Level 5	8
Learning Programme 10: Manage change				
Core	116927	Apply the principles of employment equity to organisational transformation	Level 5	10
Core	15214	Recognise areas in need of change, make recommendations and implement change in the team, department or division	Level 5	3
Core	15215	Identify and interpret Best Practice guidelines, and plan for and implement Best Practice within the team, department or division	Level 5	4

Note: The above learning programmes are available for sale as individual learning programmes
– see Integrated Learning Programmes later in the list.

Qualification: 63769: NC: Business Analysis Support Practice

Option 1: Integrated learning programme material set

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
63769	NC: **Business Analysis Support Practice** *Note: Integrated learning programmes*	5	138	R 20 000

The *integrated* learning material sets have been developed in specific learning programmes that are fully integrated:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Learning Programme 1: Understand business applications and systems				
Fundamental	114050	Explain the principles of business and the role of information technology	Level 5	4
Core	258837	Demonstrate an understanding of business applications and systems	Level 5	10
Fundamental	258840	Demonstrate an understanding of the external environment of business	Level 5	5
Learning Programme 2: Operate in a professional and innovative manner				
Fundamental	114055	Demonstrate an awareness of ethics and professionalism for the computer industry in South Africa	Level 5	3
Elective	15234	Apply efficient time management to the work of a department/division/section	Level 5	4
Elective	252020	Create and manage an environment that promotes innovation	Level 5	6
Learning Programme 3: Assist with requirement specifications				
Fundamental	115835	Operate in a professional manner utilising trouble shooting techniques while applying creative thinking processes	Level 5	5
Core	115358	Apply information gathering techniques for computer system development	Level 5	7
Core	115402	Assist in researching the problem and the solution within a consulting context	Level 5	6
Learning Programme 4: Build client relationships				
Fundamental	12433	Use communication techniques effectively	Level 5	8
Fundamental	119173	Develop and maintain effective working relationship with clients	Level 5	8
Learning Programme 5: Model and design business processes				
Core	115395	Apply and explain the generic business process and value chain model	Level 5	12
Core	258835	Model and design business processes and workflow	Level 5	10
Core	258836	Analyse and apply different Information and Communication Technology (ICT) Systems Development Lifecycle (SDLC) models for a given scenario	Level 5	8
Learning Programme 6: Decide upon and record requirement specifications				
Core	115398	Observe and record the findings of a business requirements gathering session	Level 5	8
Core	252026	Apply a systems approach to decision making	Level 5	6
Learning Programme 7: Develop and implement specifications using modelling				
Core	258839	Apply basic principles of requirements-related modelling	Level 5	4
Core	116779	Develop and implement specifications to achieve the desired product or service	Level 5	10
Learning Programme 8: Support the BA project environment				
Elective	120378	Support the project environment and activities to deliver project objectives	Level 5	14

Note: The above learning programmes are available for sale as individual learning programmes – see Integrated Learning Programmes later in the list.

NQF6 Qualifications

Note: *All prices quoted are excluding VAT*

Qualification: 48967: National Certificate: Business Advising Operations

Option 1: Integrated learning programme material set

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
48967	National Certificate: Business Advising Operations *Note: Integrated learning programmes*	6	138	R 23 000

The *integrated* learning material sets have been developed in specific learning programmes that are fully integrated:

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Learning Programme 1: Analyse organisational needs and deliver services				
Core	12138	Conduct an organisational needs analysis	Level 6	10
Fundamental	14515	Present a well-structured argument derived from qualitative and/or quantitative data to map new knowledge and generate a competitive advantage	Level 6	12
Learning Programme 2: Evaluate financial information of a business				
Core	116338	Apply basic business accounting practices	Level 6	9
Core	116365	Evaluate the financial practices of a business	Level 6	9
Learning Programme 3: Provide an effective business advising service				
Core	7886	Develop and implement a business plan	Level 5	8
Core	116356	Align Manager's personal objectives and skills to those of the business	Level 6	10
Learning Programme 4: Apply business performance management practices				
Core	116349	Apply business performance management practices	Level 6	10
Elective	12885	Apply concepts and principles relevant to the practical aspects of corporate governance and accountability	Level 6	10
Learning Programme 5: Implement operational management principles and techniques				
Elective	10597	Implement operational management principles and techniques	Level 6	8
Core	116366	Assess and design stock policies and logistics services for small/medium enterprises	Level 6	7
Learning Programme 6: Apply HR practices and legislative business compliance				
Core	7885	Research and update the legal knowledge required for business compliance	Level 5	8
Core	116367	Apply basic human resources practices	Level 6	8
Learning Programme 7: Implement ethics and HIV/Aids policies in a business				
Fundamental	9224	Implement policies regarding HIV/AIDS in the workplace	Level 5	4
Core	14505	Apply the principles of ethics and professionalism to a business environment	Level 6	6
Learning Programme 8: Deal with marketing plans and strategies				
Core	7887	Develop and Manage Marketing Plans and Strategies	Level 6	12
Core	116368	Apply basic business marketing practices	Level 6	8

Note: The above learning programmes are available for sale as individual learning programmes – see Integrated Learning Programmes later in the list.

1.3 Developed SETA specific Skills Programmes - ready for sale

Note: *All prices quoted are excluding VAT*

The SETA specific Skills Programmes have been developed as set by the related SETA.

Q 14113: ND: National Certificate: Food and Beverage Services				
TYPE	**ID**	**UNIT STANDARD TITLE**	**NQF**	**CREDITS**
SP 1: Bar Attendant - HSP/BarAtt/2/0027				R9 500-00
Compulsory	7793	Describe layout, services and facilities of the organisation	Level 2	1
Compulsory	7800	Maintain health, hygiene and a professional appearance	Level 2	1
Elective	7821	Develop Self within The Job Role	Level 4	3
Compulsory	7794	Communicate verbally	Level 3	8
Compulsory	11235	Maintain effective working relationships with other members of staff	Level 3	1
Compulsory	7789	Provide customer service	Level 4	8
Compulsory	7790	Process incoming and outgoing telephone calls	Level 3	3
Compulsory	7820	Operate a payment point and process payments	Level 3	3
Compulsory	7812	Perform basic calculations	Level 2	3
Compulsory	7796	Maintain a secure working environment	Level 3	1
Compulsory	7799	Maintain a safe working environment	Level 2	2
Elective	7740	Prepare and clear areas for drinks service	Level 2	1
Compulsory	7760	Provide a drink service for licensed premises	Level 3	2
Elective	7753	Prepare and serve cocktails	Level 4	2
Elective	7756	Maintain kegs and gas cylinders for use	Level 3	1
Elective	7758	Maintain cellars/beverage store room	Level 3	2
			Total credits	42

1.4 Developed Integrated Learning Programmes - ready for sale

The *integrated* unit standard learning material packs are available as learning programmes towards the qualifications.

Refer to the integrated learning material sets as listed in the qualification learning material sets. Each of these learning programmes are for sale as single learning programmes. The cost thereof is calculated on the number of unit standards in the LP, e.g.

Number of unit standards in the LP	Cost
2	R5 000.00
3	R6 000.00
4	R8 000.00
5	R10 000.00

Other Learning Programmes developed outside of the set qualification learning material sets include:

NQF1 Qualification Learning Programmes

Q 61755: GETC: Business Practice Integrated Learning Programmes				
TYPE	**ID**	**UNIT STANDARD TITLE**	**NQF**	**CREDITS**
General LP: Fundamentals of Business			R6 000-00	
Core	13994	Identify and discuss different types of business and their legal implications	Level 1	4
Core	10006	Demonstrate an understanding of entrepreneurship and develop entrepreneurial qualities	Level 1	2
Core	14444	Demonstrate an understanding of a general business plan and adapt it to a selected business idea	Level 1	7

NQF2 Qualification Learning Programmes

Q 49648: NC: New Venture Creation (SMME) Integrated Learning Programmes				
TYPE	**ID**	**UNIT STANDARD TITLE**	**NQF**	**CREDITS**
General LP: Entrepreneurship			R6 000-00	
Core	119669	Match new venture opportunity to market needs	Level 2	6
Core	119666	Determine financial requirements of a new venture	Level 2	8
Core	119670	Produce a business plan for a new venture	Level 2	8
General LP: Financial Assistant in a New Venture			R5 000-00	
Core	119674	Manage finances for a new venture	Level 2	10
Elective	13932	Prepare and process documents for financial and banking processes	Level 3	5
General LP: HIV Counsellor in the Workplace			R6 000-00	
Elective	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
Core	114959	Behave in a professional manner in a business environment	Level 2	4
Core	113924	Apply basic business ethics in a work environment	Level 2	2
General LP: Marketing in Business			R5 000-00	
Core	119672	Manage marketing and selling processes of a new venture	Level 2	7
Elective	119712	Tender for business or work in a selected new venture	Level 3	8

Q 71490: NC: Contact Centre Support Integrated Learning Programmes

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
General LP: Contact Centre Agent			R6 000-00	
Core	13872	Instil in myself a personal Contact Centre culture	Level 4	4
Core	10348	Identify and respond to customer needs in a Contact Centre	Level 2	12
Core	10350	Collect and record information queries and requests from customers	Level 2	8

Q 80786: NC: Home-Care Practices Learning Programmes

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
General LP: Elderly Care Giver			R5 000-00	
Elective	117029	Provide care to a frail person	Level 1	12
Elective	119567	Perform basic life support and first aid procedures	Level 1	5
General LP: Child Care (Au Pair)			R6 000-00	
Elective	244263	Prepare an environment for babies, toddlers and young children	Level 1	3
Elective	244255	Care for babies, toddlers and young children	Level 2	10
Elective	119567	Perform basic life support and first aid procedures	Level 1	5

NQF3 Qualification Learning Programmes

Q 63409: NC: W&R Operations - Stock Control in Retail Integrated Learning Programmes

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
General LP: Communication Skills			R6 000-00	
Fundamental	119467	Use language and communication in occupational learning programmes	Level 3	5
Fundamental	119457	Interpret and use information from texts	Level 3	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts	Level 3	5

Q 67465: NC: Business Admin Services Integrated Learning Programmes

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
General LP: Business calculations and processes			R6 000-00	
Fundamental	11241	Perform basic business calculations	Level 3	6
Elective	13932	Prepare and process documents for financial and banking processes	Level 3	5
Core	13933	Plan, monitor and control an information system in a business environment	Level 3	3
General LP: Hotel Receptionist			R6 000-00	
Elective	13928	Monitor and control reception area	Level 3	4
Elective	13930	Monitor and control the receiving and satisfaction of visitors	Level 3	4
Core	7706	Maintain a booking system	Level 3	3
General LP: Office Administrator			R6 000-00	
Core	7785	Function in a business environment	Level 3	4
Elective	7790	Process incoming and outgoing telephone calls	Level 3	3
Core	13934	Plan and prepare meeting communications	Level 3	4
General LP: Receptionist			R6 000-00	
Elective	13928	Monitor and control reception area	Level 3	4
Elective	13930	Monitor and control the receiving and satisfaction of visitors	Level 3	4
Core	7706	Maintain a booking system	Level 3	3
General LP: Finance for Non-Financial Managers			R6 000-00	
Elective	13932	Prepare and process documents for financial and banking processes	Level 3	5
Elective	242810	Manage expenditure against a budget	Level 4	6
Elective	117156	Interpret basic financial statements	Level 4	4
General LP: Basic Financial and Banking skills			R5 000-00	
Elective	13932	Prepare and process documents for financial and banking processes	Level 3	5
Fundamental	11241	Perform basic business calculations	Level 3	6

Q 83946: NC: Management Integrated Learning Programmes

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
General LP: Business Team Leader				R6 000-00
Core	14667	Describe and apply the management functions of an organisation	Level 4	10
Core	13912	Apply knowledge of self and team in order to develop a plan to enhance team performance	Level 3	5
Elective	15224	Empower team members through recognising strengths, encouraging participation in decision making and delegating tasks	Level 5	4
General LP: PC Skills				R5 000-00
Elective	7567	Produce and use spreadsheets for business MS Excel 2010	Level 3	5
Elective	7570	Produce word processing documents for business MS Word 2010	Level 3	5

Q 93997: NC: National Certificate: Contact Centre and BPO Support Integrated Learning Programmes

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
General LP: Data Capturer				R5 000-00
Core	377460	Collect and record information queries and requests from customers	Level 3	6
Elective	259458	Interpret classification systems in order to organise, retrieve and dispose of records	Level 4	8
General LP: Debt Recovery Agent				R6 000-00
Elective	116608	Demonstrate knowledge and application of ethical conduct in a debt recovery work context	Level 4	6
Elective	116606	Communicate orally with relevant stakeholders in the recovery of debt	Level 4	6
Elective	13948	Negotiate an agreement or deal in an authentic work situation	Level 4	5

Q 80786: NC: Home-Care Practices Learning Programmes

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
General LP: Elderly Care Giver				R5 000-00
Elective	117029	Provide care to a frail person	Level 1	12
Elective	119567	Perform basic life support and first aid procedures	Level 1	5
General LP: Child Care (Au Pair)				R6 000-00
Elective	244263	Prepare an environment for babies, toddlers and young children	Level 1	3
Elective	244255	Care for babies, toddlers and young children	Level 2	10
Elective	119567	Perform basic life support and first aid procedures	Level 1	5

NQF4 Qualification Learning Programmes

Q 50080: FETC: Project Management Integrated Learning Programmes

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
General LP: The Project Manager				R6 000-00
Core	120372	Explain fundamentals of project management	Level 4	5
Core	120383	Provide assistance in implementing and assuring project work meets quality requirements	Level 3	6
Elective	120388	Supervise a project team of a small project to deliver project objectives	Level 5	14
General LP: Project Scheduling and Quality Management				R5 000-00
Core	120387	Monitor, evaluate and communicate simple project schedules	Level 4	4
Core	120383	Provide assistance in implementing and assuring project work meets quality requirements	Level 3	6
General LP: Project Management				R14 000-00
Core	120372	Explain fundamentals of project management	Level 4	5
Core	120373	Contribute to project initiation, scope definition and scope change control	Level 4	9
Core	120384	Develop a simple schedule to facilitate effective project execution	Level 4	8
Core	120374	Contribute to the management of project risk within own field of expertise	Level 4	5

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
Core	120375	Participate in the estimation and preparation of cost budget for a project or sub project and monitor and control actual cost against budget	Level 4	6
Core	120376	Conduct project documentation management to support project processes	Level 4	6
Elective	120385	Apply a range of project management tools and techniques	Level 4	7

Q 50081: FETC: Leadership Development Integrated Learning Programmes

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
LP: Strategic Local Government Management				**R8 000-00**
Core	114585	Plan strategically to improve business performance	Level 4	4
Core	113955	Apply the Batho Pele principles to own work role and context	Level 3	4
Core	113960	Demonstrate and apply knowledge of the ethical standards in the Public Sector	Level 4	4
Core	120393	Explain and apply legislation and policies applicable to leadership in a specific sector or context	Level 4	10

Q 57712: FETC: Generic Management Integrated Learning Programmes

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
General LP: Supervisory Skills				**R6 000-00**
Core	242824	Apply leadership concepts in a work context	Level 4	12
Core	242819	Motivate and Build a Team	Level 4	10
Elective	242813	Explain the contribution made by own area of responsibility to the overall organisational strategy	Level 4	5
General LP: Leadership				**R12 000-00**
Core	242821	Identify responsibilities of a team leader in ensuring that organisational standards are met	Level 4	6
Elective	11473	Manage individual and team performance	Level 4	8
Core	242822	Employ a systematic approach to achieving objectives	Level 4	10
Core	242811	Priorities time and work for self and team	Level 4	5
Core	242817	Solve problems, make decisions and implement solutions	Level 4	8
Core	242816	Conduct a structured meeting	Level 4	5
General LP: Advanced Team Management				**R5 000-00**
Core	242824	Apply leadership concepts in a work context	Level 4	12
Core	242821	Identify responsibilities of a team leader in ensuring that organisational standards are met	Level 4	6
General LP: Management Development for first Line Managers				**R10 000-00**
Core	242817	Solve problems, make decisions and implement solutions	Level 4	8
Elective	242814	Identify and explain the core and support functions of an organisation	Level 3	6
Elective	242818	Describe the relationship of junior management to other roles	Level 4	5
Core	242821	Identify responsibilities of a team leader in ensuring that organisational standards are met	Level 4	6
Core	242822	Employ a systematic approach to achieving objectives	Level 4	10
General LP: Business Administrator				**R6 000-00**
Core	242822	Employ a systematic approach to achieving objectives	Level 4	10
Elective	109999	Manage service providers in a selected organisation	Level 4	5
Elective	110003	Develop administrative procedures in a selected organisation	Level 4	8
General LP: Management Development for first Line Managers				**R10 000-00**
Core	242817	Solve problems, make decisions and implement solutions	Level 4	8
Elective	242814	Identify and explain the core and support functions of an organisation	Level 3	6
Elective	242818	Describe the relationship of junior management to other roles	Level 4	5
Core	242821	Identify responsibilities of a team leader in ensuring that organisational standards are met	Level 4	6
Core	242822	Employ a systematic approach to achieving objectives	Level 4	10
General LP: Management Development for first Line Managers				**R10 000-00**
Core	242817	Solve problems, make decisions and implement solutions	Level 4	8
Elective	242814	Identify and explain the core and support functions of an organisation	Level 3	6
Elective	242818	Describe the relationship of junior management to other roles	Level 4	5
Core	242821	Identify responsibilities of a team leader in ensuring that organisational standards are met	Level 4	6
Core	242822	Employ a systematic approach to achieving objectives	Level 4	10

Q 58063: FETC: Labour Recruitment Services Integrated Learning Programmes

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
General LP: Recruitment Agent				R5 000-00
Core	10978	Recruit and select candidates to fill defined positions	Level 4	10
Core	15235	Prepare and conduct staff selection interviews	Level 5	3

Q 61595: FETC: Business Administration Services Integrated Learning Programmes

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
LP: Work and Career Orientation				R8 000-00
Core	110021	Achieve personal effectiveness in business environment	Level 4	6
Core	10022	Comply with organisational ethics	Level 4	4
Core	10135	Work as a project team member	Level 4	8
Core	15234	Apply efficient time management to the work of a department/division/section	Level 5	4
LP: Business Communication				R10 000-00
Fundamental	8974	Engage in sustained oral communication and evaluate spoken texts	Level 4	5
Fundamental	8968	Accommodate audience and context needs in oral communication (2nd language)	Level 3	5
Fundamental	8975	Read analyse and respond to a variety of texts	Level 4	5
Fundamental	8969	Interpret and use information from texts (2nd language)	Level 3	5
Fundamental	8972	Interpret a variety of literary texts (2nd language)	Level 3	5
LP: Business Writing				R8 000-00
Fundamental	8976	Write for a wide range of contexts	Level 4	5
Fundamental	8970	Write texts for a range of communicative contexts (2nd language)	Level 3	5
Fundamental	12153	Use the writing process to compose texts required in the business environment	Level 4	5
Core	110023	Present information in report format	Level 4	6
LP: Maths Literacy				R6 000-00
Fundamental	12417	Measure, estimate & calculate physical quantities & explore, critique & prove geometrical relationships in 2 and 3 dimensional space in the life and workplace of adult with increasing responsibilities	Level 4	4
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	6
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	6
LP: Administration				R8 000-00
Core	110009	Manage administration records	Level 4	4
Core	110003	Develop administrative procedures in a selected organisation	Level 4	8
Elective	13929	Co-ordinate meetings, minor events and travel arrangements	Level 3	3
Elective	9244	Plan and conduct meetings	Level 4	4
LP: Finance for Office Administrators				R8 000-00
Core	13941	Apply the budget function in a business unit	Level 4	5
Core	13945	Describe and apply the management of stock and fixed assets in a business unit	Level 4	2
Core	110026	Describe and assist in the control of fraud in an office environment	Level 4	4
Core	13943	Analyse new developments reported in the media that could impact on a business sector or industry	Level 4	10
LP: Customer Care				R12 000-00
Core	7791	Display cultural awareness in dealing with customers and colleagues	Level 4	4
Elective	7790	Process incoming and outgoing telephone calls	Level 3	3
Elective	13928	Monitor and control reception area	Level 3	4
Elective	7836	Monitor customer satisfaction	Level 4	3
Core	109999	Manage service providers in a selected organisation	Level 4	5
Core	14552	Contract service providers	Level 4	3
LP: Personal Effectiveness as a Project Team Member				R5 000-00
Core	110021	Achieve personal effectiveness in business environment	Level 4	6
Core	10135	Work as a project team member	Level 4	8
LP: Personal and team effectiveness				R6 000-00
Core	110021	Achieve personal effectiveness in business environment	Level 4	6
Core	15234	Apply efficient time management to the work of a department/division/section	Level 5	4
Core	13943	Analyse new developments reported in the media that could impact on a business sector or industry	Level 4	10

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LP: Deal with ethics and fraud			**R5 000-00**	
Core	10022	Comply with organisational ethics	Level 4	4
Core	110026	Describe and assist in the control of fraud in an office environment	Level 4	4
LP: Business Communication			**R10 000-00**	
Fundamental	8974	Engage in sustained oral communication and evaluate spoken texts	Level 4	5
Fundamental	8976	Write for a wide range of contexts	Level 4	5
Fundamental	8975	Read analyse and respond to a variety of texts	Level 4	5
Fundamental	12153	Use the writing process to compose texts required in the business environment	Level 4	5
Core	110023	Present information in report format	Level 4	6
LP: Second language communication			**R8 000-00**	
Fundamental	8968	Accommodate audience and context needs in oral communication (2nd language)	Level 3	5
Fundamental	8969	Interpret and use information from texts (2nd language)	Level 3	5
Fundamental	8970	Write texts for a range of communicative contexts (2nd language)	Level 3	5
Fundamental	8972	Interpret a variety of literary texts (2nd language)	Level 3	5
LP: Deal with relationships in a project team			**R5 000-00**	
Core	7791	Display cultural awareness in dealing with customers and colleagues	Level 4	4
Core	10135	Work as a project team member	Level 4	8
LP: Solve problems and deal with meetings			**R5 000-00**	
Elective	9244	Plan and conduct meetings	Level 4	4
Elective	242817	Solve problems, make decisions and implement solutions	Level 4	8
LP: Deal with the budget, stock and fixed assets			**R5 000-00**	
Core	13941	Apply the budget function in a business unit	Level 4	5
Core	13945	Describe and apply the management of stock and fixed assets in a business unit	Level 4	2
LP: Deal with administrative procedures			**R5 000-00**	
Core	110009	Manage administration records	Level 4	4
Core	110003	Develop administrative procedures in a selected organisation	Level 4	8
LP: Deal with service providers			**R5 000-00**	
Core	109999	Manage service providers in a selected organisation	Level 4	5
Core	14552	Contract service providers	Level 4	3
LP: Event Co-Ordinator (General)			**R6 000-00**	
Core	110021	Achieve personal effectiveness in business environment	Level 4	6
Core	109999	Manage service providers in a selected organisation	Level 4	5
Elective	13929	Co-ordinate meetings, minor events and travel arrangements	Level 3	3
LP: Funeral Event Co-Ordinator			**R6 000-00**	
Core	110021	Achieve personal effectiveness in business environment	Level 4	6
Core	109999	Manage service providers in a selected organisation	Level 4	5
Elective	13929	Co-ordinate meetings, minor events and travel arrangements	Level 3	3
LP: Wedding Event Co-Ordinator			**R6 000-00**	
Core	110021	Achieve personal effectiveness in business environment	Level 4	6
Core	109999	Manage service providers in a selected organisation	Level 4	5
Elective	13929	Co-ordinate meetings, minor events and travel arrangements	Level 3	3
LP: Professional PA (personal assistant)			**R6 000-00**	
Core	110021	Achieve personal effectiveness in business environment	Level 4	6
Elective	7790	Process incoming and outgoing telephone calls	Level 3	3
Elective	244572	Describe how to manage workplace relationships	Level 3	2

Q 66249: FETC: New Venture Creation Integrated Learning Programmes				
TYPE	**ID**	**UNIT STANDARD TITLE**	**NQF**	**CREDITS**
General LP: Labour Consultant (Fundamentals)			**R5 000-00**	
Elective	13952	Demonstrate basic understanding of the Primary labour legislation that impacts on a business unit	Level 4	8
Core	116394	Implement and manage human resource and labour relations policies and acts	Level 5	9

Q 67464: FETC: Marketing Integrated Learning Programmes

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
General LP: Marketing & Advertising Fundamentals			R6 000-00	
Elective	252196	Describe features, advantages and benefits of products and services	Level 4	4
Core	252197	Identify and use marketing resources to meet objectives	Level 4	4
Elective	252219	Describe and apply conceptual processes in a marketing communication context	Level 5	8

Q 71729: FETC: Public Relations Practice Integrated Learning Programmes

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
General LP: Public Relations Fundamentals			R5 000-00	
Core	335839	Conduct tasks related to marketing, market research and promotions	Level 4	6
Elective	252202	Deal with brand, product and service promotions	Level 4	4

Q 80646: FETC: Beauty and Nail Technology Integrated Learning Programmes

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
General LP: Perform a manicure and pedicure service			R5 000-00	
Elective	377505	Perform a manicure and pedicure service	Level 3	8
Elective	377480	Perform a specialised manicure and pedicure using various techniques	Level 4	2

NQF5 Qualification Learning Programmes

Q 20175: NC: Hygiene and Cleaning Supervision Integrated Learning Programmes

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
General LP: Deal with goods in a cleaning environment			R6 000-00	
Core	7839	Maintain the receipt, storage and issue of goods	Level 3	5
Core	12035	Apply personal safety practices on a wastewater treatment works	Level 2	4
Elective	110456	Identify additional value adding opportunities additional to an existing service level agreement in a cleaning environment	Level 3	3

Q 50334: NC: ODETDP Integrated Learning Programmes

TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS
General LP: SDF 1			R12 000-00	
Elective	15217	Develop an organisational training and development plan	Level 5	6
Elective	15218	Conduct an analysis to determine outcomes of learning for skills development and other purposes	Level 6	4
Core	15221	Provide information and advice regarding skills development and related issues	Level 5	4
Elective	252041	Promote a learning culture in an organisation	Level 5	5
Elective	15232	Coordinate planned skills development interventions in an organisation	Level 5	6
Elective	15227	Conduct skills development administration in an organisation	Level 4	4
General LP: SDF 2			R6 000-00	
Elective	15217	Develop an organisational training and development plan	Level 5	6
Elective	15232	Coordinate planned skills development interventions in an organisation	Level 5	6
Elective	15227	Conduct skills development administration in an organisation	Level 4	4

1.5 Developed RPL Tool Sets - ready for sale

The RPL (Recognition of Prior Learning) tool (documentation) sets are created for either qualifications or individual unit standards, consisting of the following documents:
- Letter to candidate after RPL enquiry received
- Candidate Screening Interview Record
- Candidate and Advisor RPL Orientation
- Candidate RPL PoE Guide
- Assessor Assessment Guide with Memorandum
- Assessor Assessment Feedback document and Report
- Assessor Assessment Review
- Moderation Guide, Plan and Report

The following RPL (Recognition of Prior Learning) tool (documentation) sets are available as material set packages at the prices indicated and are available immediately:

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
59201	National Certificate: Generic Management	5	162	R 15 000
57712	Further Education and Training Certificate: Generic Management Learning Programme ID 74630: General Management	4	150	R 15 000
61595	FETC: Business Administration Services Learning Programme: 35928: Business Administration Services	4	140	R 15 000
67465	National Certificate: Business Administration Services Learning Programme: 23655: Business Administration Services	3	120	R 15 000

Note: *All prices quoted are excluding VAT*

1.6 Developed Learnership Packs - ready for sale

We also offer a Learnership Pack, that some SETAs require from time to time when implementing a learnership

The learnership pack consists of the following documents, to assist the training provider in the implementation of a specific learnership:
- Learnership Orientation Guide
- Learnership Mentor Guide
- Learnership Practical Tasks Logbook

This is available for purchase at an additional R4500-00 per learnership pack, as it is created specific to your selection in the qualification

The following Learnership Packs are available as learning material packages at the prices indicated and are available immediately:

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
49075	National Certificate: **Organisational Transformation and Change Management** *Note: Integrated learning programmes*	5	127	R 4 500
49648	National Certificate: **New Venture Creation** (SMME) Note: Integrated learning programmes Version 1 with Electives: 14341, 119712, 13930, 13932, 119713, 13912, 13915	2	138	R 4 500
49648	National Certificate: **New Venture Creation** (SMME) Note: Integrated learning programmes Version 2 with Electives: 119712, 119671, 9964, 119713, 13929, 13915	2	138	R 4 500
50080	FETC: **Project Management** *Note: Integrated learning programmes* *Version 1 with 8 Learning Programmes and Fundamentals integrated amongst others*	4	136	R 4 500
57712	Further Education and Training Certificate: **Generic Management** Learning Programme: 74630: General Management (SSETA) Note: Integrated learning programmes	4	150	R 4 500
57712	Further Education and Training Certificate: **Generic Management** Learning Programme: 63333: Wholesale and Retail Management (W&RSETA) Note: Integrated learning programmes	4	150	R 4 500
57937	GETC: **Hygiene and Cleaning** *Note: Integrated learning programmes*	1	120	R 4 500
58206	NC: **Wholesale and Retail Operations** Specialisation: Chain store operations *Note: Integrated learning programmes*	2	145	R 4 500
58206	NC: **Wholesale and Retail Operations** Specialisation: SME operations *Note: Integrated learning programmes*	2	120	R 4 500
59201	NC: **Generic Management** Learning Programme: 60269: General Management (SSETA) *Integrated learning programmes*	5	162	R 4 500
61755	GETC: **Business Practice** *Note: Single unit standards*	1	121	R 4 500
67464	FETC: **Marketing** Learning Programme: 59276: Marketing (SSETA) Specialisation: Customer Management *Note: Single Unit Standards*	4	139	R 4 500

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Price excl. VAT
67464	FETC: **Marketing** Learning Programme: 59276: Marketing (SSETA) Specialisation: Customer Management *Note: Integrated Learning Programmes*	4	139	R 4 500
67464	FETC: **Marketing** Learning Programme: 59276: Marketing (SSETA) Specialisation: Marketing Communication *Note: Integrated Learning Programmes*	4	139	R 4 500
67465	NC: **Business Administration Services** *Note: Integrated learning programmes*	3	120	R 4 500
71490	NC: **Contact Centre Support** Learning Programme: 73269: Contact Centre Support *Note: Integrated learning programmes*	2	128	R 4 500
83946	NC: **Management** *Note: Integrated learning programmes*	3	120	R 4 500
93996	FETC: **Contact Centre Operations** Learning Programme: 71489: Contact Centre Operations *Note: Integrated learning programmes*	4	132	R 4 500

Note: *All prices quoted are excluding VAT*

Section 2: New Development for Qualifications and Unit Standards

2.1 Development of Qualification learning material sets

We will gladly endeavour to assist you with the development of material that you require for qualifications.

The materials are created in learning material sets. The learning material set could be aligned to a single unit standard or a combination, based on the training provider's requirements. Each learning material set consists of the following MS Word documents:

- Learner Guide
- Learner Workbook (formative assessment)
- Learner Portfolio of Evidence Guide (summative assessment)
- Facilitator Guide with Memorandum
- Assessor Assessment Guide with Memorandum
- Assessor Feedback Document
- Moderation Plan, Guide and Report
- Curriculum Strategy and Alignment document per individual unit standard
- Optional extra:
    - PowerPoint slides can be created at an additional cost
    - Curriculum strategy and rollout plan for the qualification / learnership – SETA dependent
    - Final Integrated Summative Assessment for the qualification / learnership – SETA dependent

The development of qualifications is priced individually according to the NQF level and the number of credits in the Qualification:

- NQF 2 qualifications are developed at R650 per credit
- NQF 3 qualifications are developed at R700 per credit
- NQF 4 qualifications are developed at R750 per credit
- NQF 5 qualifications are developed at R800 per credit

Note:

This price is only for National Certificates and Further Education and Training Certificates. Other qualification prices available on request

Should a Subject Matter Expert be required for the development of a qualification, then the additional cost of the SME will be quoted to the client, before development is undertaken

Examples:

SAQA ID	Qualification Title	NQF Level	Minimum Credits	Pricing for development
49280	*Example: National Certificate: Wholesale and Retail Distribution*	2	120	R650 per credit
65111	*Example: National Certificate: Beauty Technology*	3	133	R700 per credit
67463	*Example: Further Education and Training Certificate: Human Resources Management and Practices Support*	4	140	R750 per credit

Note: *All prices quoted are excluding VAT*

2.2 Development of Unit Standard learning material sets

The materials are created in learning material sets. Each learning material set consists of the following MS Word documents:
- Learner Guide,
- Learner Workbook (formative assessment)
- Learner Portfolio of Evidence Guide (summative assessment)
- Facilitator Guide with Memorandum
- Assessor Assessment Guide with Memorandum
- Assessor Feedback Document
- Moderation Plan, Guide and Report
- Curriculum Strategy and Alignment document
- Optional extra: PowerPoint slides can be created at an additional cost

The development of individual unit standard learning material set is priced individually according to the NQF level and the number of credits in the Unit Standard:
- NQF 1 R1 200 per credit*
- NQF 2 R1 200 per credit*
- NQF 3 R1 300 per credit*
- NQF 4 R1 400 per credit*
- NQF 5 R1 500 per credit*
- NQF 6 R1 600 per credit*

* Minimum development fee of R5500.00 per unit standard if purchased individually

Note: *All prices quoted are excluding VAT*

2.3 Development of RPL Tool Sets

The RPL (Recognition of Prior Learning) documentation sets are created for either qualifications or individual unit standards, consisting of the following documents:

- Letter to candidate after RPL enquiry received
- Candidate Screening Interview Record
- Candidate and Advisor RPL Orientation
- Candidate RPL PoE Guide
- Assessor Assessment Guide with Memorandum
- Assessor Assessment Feedback document and Report
- Assessor and Moderator Assessment Review
- Moderation Guide, Plan and Report

The RPL toolset:

- for a qualification is created based on the Exit Level Outcomes of the qualification.
- for a unit standard is created based on the Specific Outcomes and Assessment Criteria of the unit standard

The development of an RPL documentation set for a qualification is priced individually according to the NQF level:

- NQF 1 R18 000 per toolset
- NQF 2 R18 000 per toolset
- NQF 3 R20 000 per toolset
- NQF 4 R20 000 per toolset
- NQF 5 R25 000 per toolset
- NQF 6 R25 000 per toolset

The development of an RPL documentation set for an individual unit standard is priced individually according to the NQF level and the number of credits in the Unit Standard:

- NQF 1 R1 200 per credit
- NQF 2 R1 200 per credit
- NQF 3 R1 300 per credit
- NQF 4 R1 400 per credit
- NQF 5 R1 500 per credit
- NQF 6 R1 600 per credit

Note: *All prices quoted are excluding VAT*

Section 3: Terms and Conditions of Sale

1. The client purchases the **right to unlimited use of the material** for training purposes within the organisation and for training its clients, such as a training provider would do. (Please note that we, Gemini Training Material [GTM] retain IP rights on the material)

2. The client purchases the **right to print, brand and add information as required**. (Please note that this is not an exclusive right. GTM reserves the right to sell similar material to other training providers).

3. Materials **may not be reproduced** in part or complete for any other purpose than training within the context of the (a) above, without the written permission of GTM. The Copyright and Intellectual Property remains with GTM.

4. You **may not claim intellectual or exclusive ownership** of our materials, modified or unmodified. All learning materials are the property of GTM and are provided "as is" without warranty of any kind, either expressed or implied. In no event shall GTM be held liable for any damages including but not limited to direct, indirect, special, incidental or consequential damages or other losses arising out of the use of the training materials.

5. The client **may not resell the material** in any format whatsoever. Please contact GTM to discuss a finder's fee / commission, should you refer a client, prior to contact between GTM and the new respective client. You may not sub-license, assign or transfer this license and/or agreement to anyone else without prior written consent from GTM. The training materials may not be re-sold and/or distributed as GTM owns sole distribution rights for the training materials.

6. Due to the nature of the product (electronic format documents that are nontangible irrevocable goods, of which copies can easily be made before being returned) GTM **does not offer refunds**.

7. GTM **warrants** the training materials and supporting documentation to be free of defects in workmanship for 90 days from the date of purchase. GTM will replace any defective material during the warranty period.

8. GTM will be available telephonically to **support you during the SETA site visit** and undertakes to do any specific material verification report corrections as may be required by the SETA verifier/evaluator.

9. GTM endeavours to create the documents within the specific SETA requirements and it is suggested that client does **not add or alter content**. GTM will not be held liable for any non-accreditation of the above qualifications due to changes made by the client.

10. According to the requirements of SAQA and the SETA's the client (training provider) needs to have a **signed SLA with the material developer** – GTM in this case – for accreditation purposes. It is therefore of utmost importance that we do have contact with the client directly in order to facilitate this process. We, as GTM, also need to keep a list of all material sold to training providers for future reference purposes from the various SETAs.

11. Please note that the material will only be shared electronically with the client **once full payment has been received for the material**. There might be circumstances where the client could pay a 50% deposit. In such a case 50% of the material will be sent to the client and the balance of the material will only be sent when the other 50% of the payment has been received.

12. For the **development of new material, a 50% deposit is required** to secure a development slot in our development time table. Once we are ready for delivery of the newly development material, the client will be given notice thereof. Once the balance (50%) of payment has been received, the material will be emailed to the client.

13. All material resell and development projects are **subject to availability and time slots** in our (GTM) development time table.

14. All **requests for material and material development need to be done in writing** (email) and specific costs and delivery times will be agreed between the client and GTM for each sale of material or development of new material.

15. Please note that we are **constantly developing new material**. Should a client request specific material that is not listed, please contact us as we may have something similar or have developed the material before the next updated pricing list is published.

16. Should the client refer another client and a successful sale results, a **referral commission** will be paid to the original client.

Why Choose Gemini Training Material

- Our clients come first

- We believe in honesty and integrity in all business dealings

- We provide a leading-edge training solution based on ongoing research

- We deliver what we promise

- The client's unique requirements are important and we will endeavour to make our solutions / programmes fit the client's business requirements and environment

- Zelda Rose and Helene Strauss are both accomplished authors of various books and text books and developers of various learning materials that have successfully been accredited by various training providers with different SETAs

Core Values

- **Innovation** - To use the most up-to date products and methods for training and development

- **Customer Service** - To deliver the required learning outcomes needed by clients, every time, through relationships and knowledge

- **Learner-Centric Delivery** - To provide training that is relevant to and required by individual learners

- **Integrity** - To operate in an ethical and sensitive way in all dealings with both learners and client representatives

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