Learning Material Price List

gemtrain

GemTrain™ is a provider
of high-quality learning material
to Skills Development Providers.
The learning material sets are guaranteed
to meet the various ETQA requirements and
specifications.

GemTrain™ works closely with subject matter / industry experts to ensure that the learning material content is relevant, applicable and of the highest quality.

GemTrain™ is also a Skills Development Provider

GEMTRAIN™: Pty Ltd 2015/207768/07;

PO Box 788, Randpark Ridge, 2156; Fax #: 086- 582 2584, Cell #: 083-302-1118, **Zelda Rose** E-mail: <u>Zelda@gemtrain.org.za</u> and <u>zelda@gemtrain.co.za</u>

Website: www.gemtrain.org.za and www.gemtrain.co.za

Table of Contents

SECTION 1: SETA SINGLE UNIT STANDARDS	8
DEVELOPED UNIT STANDARDS - READY FOR SALE	8
SECTION 2: SETA FULL QUALIFICATIONS	24
SUMMARY LIST OF DEVELOPED QUALIFICATIONS MATERIAL	.24
List of NQF1 Qualifications	. 24
List of NQF2 Qualifications	. 24
List of NQF3 Qualifications	
List of NQF4 Qualifications	
List of NQF5 Qualifications	
List of NQF6 Qualifications	
Learning material set contents for qualifications	
NQF1 Qualifications	.34
Qualification: 57937: GETC: Hygiene and Cleaning	. 34
Option 1: Integrated programmes material set	34
Qualification: 61755: GETC: Business Practice	. 35
Option 1: Single unit standards material set	
Option 2: Integrated programmes material set	
Option 3: Integrated programmes material set	
Additional and Separate Integrated Learning Programmes LP: Fundamentals of Business	
NQF2 Qualifications	. 39
Qualification: 23833: NC: Business Administration Services	. 39
Option 1: Single unit standards material set	39
Option 2: Integrated programmes material set	40
Qualification: 48783: NC: Financial Services	
Option 1: Integrated programmes material set	41
Qualification: 49280: NC: Wholesale and Retail Distribution	
Option 1: Single unit standards material set for a qualification or learnership	
Option 2: Integrated programmes material set for a qualification or learnership	
Qualification: 49648: NC: New Venture Creation (SMME)	
Option 1: Single unit standards material set	
Option 2: Integrated programmes material set	
Option 3: Integrated programmes material set	
Option 4: Integrated programmes material set	
Option 6: Integrated programmes material set	
Additional and Separate Integrated Learning Programmes	
LP: HIV Counsellor in the Workplace	
Qualification: 58206: NC: Wholesale and Retail Operations	
Option 1: Specialisation: Chain Store Operations - Single unit standards material set for a Learnership	
Option 2: Specialisation: Chain Store Operations - Integrated programmes material set for a Learnership	
Option 3: Specialisation: Wholesale Operations - Single unit standards material set for a Learnership	54
Option 4: Specialisation: Wholesale Operations - Integrated programmes material set for a Learnership	
Option 5: Specialisation: SME Operations - Single unit standards material set for a Learnership	
Option 6: Specialisation: SME Operations - Integrated programmes material set for a Learnership	
Option 7: Specialisation: Merchandising Operations - Single unit standards material set for a Learnership	
Option 8: Specialisation: Merchandising Operations- Integrated programmes material set for a Learnership	
Qualification: 62709: NC: Service Station Operations	
Option 1: Specialisation: Forecourt Attendant - Single unit standards material set for a Learnership	
Option 2: Specialisation: Forecourt Attendant - Integrated programmes material set for a Learnership Option 3: Specialisation: Service Station Cashier - Single unit standards material set for a Learnership	
Option 4: Specialisation: Service Station Cashier - Integrated programmes material set for a Learnership	
Option 5: Specialisation: Service Station Merchandiser - Single unit standards material set for a Learnership	
Option 6: Specialisation: Service Station Merchandiser - Integrated programmes material set for a Learners	
Qualification: 65750: NC: Hairdressing	
Option 1: LP:72009: Hairdressing - Single unit standards material set	
Qualification: 71490: NC: Contact Centre Support	
Option 1: LP 73269: Contact Centre Support - Integrated programmes material set	

Additional and Separate Integrated Learning Programmes	65
LP: Contact Centre Agent	
Qualification: 74269: NC: Occupational Health, Safety and Environment	. 66
Option 1: LP 64149: General - Single unit standards material set	
Option 2: LP 74290: Safety - Single unit standards material set	67
Option 3: LP 74292: Mining and Minerals - Single unit standards material set	68
Additional and Separate Integrated Learning Programmes	69
LP: Mining Health and Safety	69
Qualification: 80786: NC: Home-Care Practices	. 70
ONLY Additional and Separate Integrated Learning Programmes	70
LP: Elderly Care Giver	70
LP: Child Care (Au Pair)	70
NQF3 Qualifications	71
Qualification: 20175: NC: Hygiene and Cleaning Supervision	
ONLY Additional and Separate Integrated Learning Programmes	
Qualification: 20184: NC: Banking	
Option 1: Integrated programmes material set	72
Qualification: 58308: NC: Informal and Small Business Practice	
Option 1: Single unit standards material set	73
Qualification: 61591: NC: Information Technology: End User Computing	. 74
Option 1: LP 49077 - Single unit standards material set	
Option 2: LP 49077 - Integrated programmes material set	76
Option 3: LP 49077 - Integrated programmes material set	78
Qualification: 63409: NC: Wholesale and Retail Operations	. 80
Option 1: Specialisation: Stock Control in a Retail Outlet - Single unit standards material set for a Learnersh	
Option 2: Specialisation: Stock Control in a Retail Outlet - Integrated programme material set for a Learner	•
Option 3: Stock Control in a Distribution Centre - Single unit standards material set for a Learnership	
Option 4: Stock Control in a Distribution Centre - Integrated programmes material set for a Learnership	
Option 5: Specialisation: Retail Sales - Single unit standards material set for a Learnership	85
Option 6: Specialisation: Retail Sales - Integrated programmes material set for a Learnership	86
Option 7: Specialisation: Wholesale Sales - Single unit standards material set for a Learnership	87
Option 8: Specialisation: Wholesale Sales - Integrated programmes material set for a Learnership	89
Option 9: Specialisation: Visual Merchandising - Single unit standards material set for a Learnership	90
Option 10: Specialisation: Visual Merchandising - Integrated programmes material set for a Learnership	
Option 11: Specialisation: Cosmetics - Single unit standards material set for a Learnership	
Option 12: Specialisation: Cosmetics - Integrated programmes material set for a Learnership	
Qualification: 67465: NC: Business Administration Services	
Option 1: LP 23655 - Single unit standards material set	
Option 2: LP 23655 - Integrated programmes material set	
Option 3: LP 23655 - Integrated programmes material set	
Additional and Separate Integrated Learning Programmes	
LP: General Receptionist	
LP: Hotel Receptionist	
LP: Office Administrator	
LP: Finance for Non-Financial Administrators	-
LP: Business calculations and processes	
Qualification: 83946: NC: Management	
Option 1: LP 23654 - Single unit standards material set	
Option 2: LP 23654 - Integrated programmes material set	
Option 3: LP 23654 - Integrated programmes material set	
Additional and Separate Integrated Learning Programmes	
LP: Business Team Leader	
Qualification: 93997: NC: National Certificate: Contact Centre and BPO Support	
Option 1: LP 80566- Integrated programmes material set	
Option 2: LP 80566- Integrated programmes material set	
Option 3: LP 80566 - Integrated programmes material set	
Additional and Separate Integrated Learning Programmes	
LP: Data Capturer	104
NQF4 Qualifications	105
Qualification: 49397: NC: Wholesale and Retail Operations Supervision	
Option 1: Single unit standards material set for a Learnership	
Option 2: Integrated programmes material set for a Learnership	
Qualification: 50080: FETC: Project Management	
Ontion 1: Single unit standards material set	107

Option 2: Integrated programmes material set	
Option 3: Integrated programmes material set	
Additional and Separate Integrated Learning Programmes	
LP: The Project Manager	
LP: Project Scheduling and Quality Management	
Qualification: 50081: FETC: Leadership Development	
Option 1: Single unit standards material set	
Additional and Separate Integrated Learning Programmes	
LP: Strategic Local Government Management	
Qualification: 50332: Occupationally Directed Education Training and Development Practices	
ONLY Additional and Separate Integrated Learning Programmes	
LP: Coaching and Support	
Qualification: 57712: FETC: Generic Management	
Option 1: LP 74630: General Management - Single unit standards material set	
Option 2: LP 74630: General Management - Integrated programmes material set	
Option 3: LP 74630: General Management - Integrated programmes material set	
Option 4: LP 74630: General Management - Integrated programmes material set	
Additional and Separate Integrated Learning Programmes	
LP: Supervisory Skills	
Option 5: LP 58344: Administration Management - Single unit standards material set	
Option 6: LP 58344: Administration Management - Integrated programmes material set	
Additional and Separate Integrated Learning Programmes	
LP: Supervisory Skills	
LP: Advanced Team Management	
LP: Business Administration	
Option 7: LP 64870: Disaster Risk Management - Single unit standards material set	121
Additional and Separate Integrated Learning Programmes	122
LP: Supervisory Skills	122
LP: Advanced Team Management	
Option 8: LP 93950: Human Resource Support - Single unit standards material set	
Additional and Separate Integrated Learning Programmes	
LP: Advanced Team Management	
Option 9: LP 83987: Inventory Control - Integrated programmes material set	
Additional and Separate Integrated Learning Programmes	
LP: Advanced Team Management	
Additional and Separate Integrated Learning Programmes	
LP: Advanced Team Management	
Option 11: LP 79286: Process Manufacturing - Single unit standards material set	
Option 12: LP 58346: Public Administration - Single unit standards material set	
Option 13: LP 58346: Public Administration - Integrated programmes material set	
Additional and Separate Integrated Learning Programmes	129
LP: Supervisory Skills	129
LP: Advanced Team Management	129
Option 14: LP 63333: Wholesale and Retail Management - Single unit standard material set	
Option 15: LP63333: Wholesale and Retail Management - Integrated programmes material set	
Additional and Separate Integrated Learning Programmes	
LP: Supervisory Skills	
LP: Supervisory Skills LP: Advanced Team Management	
LP: Supervisory Skills	133
LP: Supervisory Skills LP: Advanced Team Management	. 133 133
LP: Supervisory Skills	. 133 133 133
LP: Supervisory Skills	. 133 133 133
LP: Supervisory Skills	. 133 133 133 . 134 134
LP: Supervisory Skills LP: Advanced Team Management Qualification: 58063: FETC: Labour Recruitment Services ONLY Additional and Separate Integrated Learning Programmes LP: Recruitment Agent Qualification: 58761: FETC: Early Childhood Development Option 1: Specialisation: Management of an ECD Service - Integrated programmes material set Qualification: 61595: FETC: Business Administration Services	. 133 133 133 . 134 134 . 135
LP: Supervisory Skills LP: Advanced Team Management Qualification: 58063: FETC: Labour Recruitment Services ONLY Additional and Separate Integrated Learning Programmes LP: Recruitment Agent Qualification: 58761: FETC: Early Childhood Development Option 1: Specialisation: Management of an ECD Service - Integrated programmes material set Qualification: 61595: FETC: Business Administration Services Option 1: LP 35928: General - Single unit standards material set	. 133 133 133 . 134 134 . 135 135
LP: Supervisory Skills LP: Advanced Team Management Qualification: 58063: FETC: Labour Recruitment Services ONLY Additional and Separate Integrated Learning Programmes LP: Recruitment Agent Qualification: 58761: FETC: Early Childhood Development Option 1: Specialisation: Management of an ECD Service - Integrated programmes material set Qualification: 61595: FETC: Business Administration Services Option 1: LP 35928: General - Single unit standards material set Option 2: LP 35928: General - Integrated programmes material set	. 133 133 134 135 136
LP: Supervisory Skills LP: Advanced Team Management Qualification: 58063: FETC: Labour Recruitment Services ONLY Additional and Separate Integrated Learning Programmes LP: Recruitment Agent Qualification: 58761: FETC: Early Childhood Development Option 1: Specialisation: Management of an ECD Service - Integrated programmes material set Qualification: 61595: FETC: Business Administration Services Option 1: LP 35928: General - Single unit standards material set Option 2: LP 35928: General - Integrated programmes material set Option 3: LP 93568: Employee Relations - Single unit standards material set	. 133 133 . 134 134 . 135 135 136
LP: Supervisory Skills LP: Advanced Team Management Qualification: 58063: FETC: Labour Recruitment Services ONLY Additional and Separate Integrated Learning Programmes LP: Recruitment Agent Qualification: 58761: FETC: Early Childhood Development Option 1: Specialisation: Management of an ECD Service - Integrated programmes material set Qualification: 61595: FETC: Business Administration Services Option 1: LP 35928: General - Single unit standards material set Option 2: LP 35928: General - Integrated programmes material set Option 3: LP 93568: Employee Relations - Single unit standards material set Option 4: LP 93569: Training and Development Practices - Single unit standards material set	. 133 133 134 135 136 137 138
LP: Supervisory Skills LP: Advanced Team Management Qualification: 58063: FETC: Labour Recruitment Services ONLY Additional and Separate Integrated Learning Programmes LP: Recruitment Agent Qualification: 58761: FETC: Early Childhood Development Option 1: Specialisation: Management of an ECD Service - Integrated programmes material set Qualification: 61595: FETC: Business Administration Services Option 1: LP 35928: General - Single unit standards material set Option 2: LP 35928: General - Integrated programmes material set Option 3: LP 93568: Employee Relations - Single unit standards material set Option 4: LP 93569: Training and Development Practices - Single unit standards material set Option 5: LP 93567: Employee Wellness - Single unit standards material set	. 133 133 .134 134 135 136 137 138
LP: Supervisory Skills LP: Advanced Team Management Qualification: 58063: FETC: Labour Recruitment Services ONLY Additional and Separate Integrated Learning Programmes LP: Recruitment Agent Qualification: 58761: FETC: Early Childhood Development Option 1: Specialisation: Management of an ECD Service - Integrated programmes material set Qualification: 61595: FETC: Business Administration Services Option 1: LP 35928: General - Single unit standards material set Option 2: LP 35928: General - Integrated programmes material set Option 3: LP 93568: Employee Relations - Single unit standards material set Option 4: LP 93569: Training and Development Practices - Single unit standards material set Option 5: LP 93567: Employee Wellness - Single unit standards material set Additional and Separate Integrated Learning Programmes	. 133 133 .134 134 135 136 137 138 139
LP: Supervisory Skills LP: Advanced Team Management Qualification: 58063: FETC: Labour Recruitment Services ONLY Additional and Separate Integrated Learning Programmes LP: Recruitment Agent Qualification: 58761: FETC: Early Childhood Development Option 1: Specialisation: Management of an ECD Service - Integrated programmes material set Qualification: 61595: FETC: Business Administration Services Option 1: LP 35928: General - Single unit standards material set Option 2: LP 35928: General - Integrated programmes material set Option 3: LP 93568: Employee Relations - Single unit standards material set Option 4: LP 93569: Training and Development Practices - Single unit standards material set Option 5: LP 93567: Employee Wellness - Single unit standards material set Additional and Separate Integrated Learning Programmes LP: Work and Career Orientation	. 133 133 .134 134 .135 135 136 137 138 139 140
LP: Supervisory Skills LP: Advanced Team Management Qualification: 58063: FETC: Labour Recruitment Services ONLY Additional and Separate Integrated Learning Programmes LP: Recruitment Agent Qualification: 58761: FETC: Early Childhood Development Option 1: Specialisation: Management of an ECD Service - Integrated programmes material set Qualification: 61595: FETC: Business Administration Services Option 1: LP 35928: General - Single unit standards material set Option 2: LP 35928: General - Integrated programmes material set Option 3: LP 93568: Employee Relations - Single unit standards material set Option 4: LP 93569: Training and Development Practices - Single unit standards material set Option 5: LP 93567: Employee Wellness - Single unit standards material set Additional and Separate Integrated Learning Programmes LP: Work and Career Orientation LP: Administration	. 133 133 .134 134 .135 136 136 137 138 139 140
LP: Supervisory Skills LP: Advanced Team Management Qualification: 58063: FETC: Labour Recruitment Services ONLY Additional and Separate Integrated Learning Programmes LP: Recruitment Agent Qualification: 58761: FETC: Early Childhood Development Option 1: Specialisation: Management of an ECD Service - Integrated programmes material set Qualification: 61595: FETC: Business Administration Services Option 1: LP 35928: General - Single unit standards material set Option 2: LP 35928: General - Integrated programmes material set Option 3: LP 93568: Employee Relations - Single unit standards material set Option 4: LP 93569: Training and Development Practices - Single unit standards material set Option 5: LP 93567: Employee Wellness - Single unit standards material set Additional and Separate Integrated Learning Programmes LP: Work and Career Orientation	. 133 133 134 135 136 136 137 138 139 140 140 140 140 140 140 140

LP: Solve problems and deal with meetings	140
LP: Professional PA (personal assistant)	140
LP: Event Co-Ordinator (General)	
LP: Funeral Event Co-Ordinator	
LP: Wedding Event Co-Ordinator	
Qualification: 64069: FETC: Archives and Records Management	
Option 1: Specialisation: Records Management - Integrated programmes material set	
Option 2: Specialisation: Archives Management - Integrated programmes material set	
Option 3: Specialisation: Business Environment - Integrated programmes material set	
Additional and Separate Integrated Learning Programmes	
LP: Provide frontline customer services for archives and records	
Qualification: 66249: FETC: New Venture Creation	
Option 1: Single unit standards material set	
Option 2: Integrated programmes material set	
Additional and Separate Integrated Learning Programmes	
LP: Labour Consultant (Fundamentals)	
Qualification: 66609: FETC: Retail Insurance	
Option 1: LP 49835 - Integrated programmes material set	
Qualification: 67463: FETC: Human Resource Management and Practices Support	
Option 1: LP 49691 - Integrated programmes material set	
Qualification: 67464: FETC: Marketing	
Option 1: LP 59276: Customer Management - Single unit standards material set	
Option 2: LP 59276: Customer Management - Integrated programmes material set	
Option 3: LP 59276: Marketing Communication - Single unit standards material set	
Option 5: LP 59276: Marketing Communication - Integrated programmes material set	
Option 6: LP 59276: Marketing Management - Integrated programmes material set	
Additional and Separate Integrated Learning Programmes	
LP: Marketing & Advertising Fundamentals	
Qualification: Q71729: FETC: Public Relations Practice	
ONLY Additional and Separate Integrated Learning Programmes	
LP: Public Relations Fundamentals	
Qualification: 78964: FFTC: Information Technology: Technical Support	
Qualification: 78964: FETC: Information Technology: Technical Support	158
Option 1: Specialisation: Technical Support: Hardware and Infrastructure Support for Personal Comp	158 uters -
Option 1: Specialisation: Technical Support: Hardware and Infrastructure Support for Personal Composite Integrated programmes material set	158 uters - 158
Option 1: Specialisation: Technical Support: Hardware and Infrastructure Support for Personal Composite Integrated programmes material set	158 uters - 158
Option 1: Specialisation: Technical Support: Hardware and Infrastructure Support for Personal Composite Integrated programmes material set	158 uters 158 159 159
Option 1: Specialisation: Technical Support: Hardware and Infrastructure Support for Personal Composite Integrated programmes material set	158 uters 158 159 159 159
Option 1: Specialisation: Technical Support: Hardware and Infrastructure Support for Personal Composite Integrated programmes material set	158 uters 158 159 159 159 159
Option 1: Specialisation: Technical Support: Hardware and Infrastructure Support for Personal Composite Integrated programmes material set Qualification: 80646: FETC: Beauty and Nail Technology	158 uters 158 159 159 159 159
Option 1: Specialisation: Technical Support: Hardware and Infrastructure Support for Personal Composite Integrated programmes material set	158 uters 158 159 159 159 159 160
Option 1: Specialisation: Technical Support: Hardware and Infrastructure Support for Personal Compilintegrated programmes material set	158 uters 158 159 159 159 160 160
Option 1: Specialisation: Technical Support: Hardware and Infrastructure Support for Personal Computations and Programmes material set	158 uters 158 159 159 159 160 160 161 162
Option 1: Specialisation: Technical Support: Hardware and Infrastructure Support for Personal Computations and Programmes material set Qualification: 80646: FETC: Beauty and Nail Technology	158 uters 158 159 159 159 160 160 161 162
Option 1: Specialisation: Technical Support: Hardware and Infrastructure Support for Personal Computations and Programmes material set Qualification: 80646: FETC: Beauty and Nail Technology	158 uters 158 159 159 159 160 160 161 162 163
Option 1: Specialisation: Technical Support: Hardware and Infrastructure Support for Personal Computations and Programmes material set	158 uters
Option 1: Specialisation: Technical Support: Hardware and Infrastructure Support for Personal Computations and Programmes material set	158 uters 158 159 159 159 160 160 161 163 163 163
Option 1: Specialisation: Technical Support: Hardware and Infrastructure Support for Personal Computations and Programmes material set	158 uters
Option 1: Specialisation: Technical Support: Hardware and Infrastructure Support for Personal Composite Integrated programmes material set	158 uters
Option 1: Specialisation: Technical Support: Hardware and Infrastructure Support for Personal Compilintegrated programmes material set	158 uters
Option 1: Specialisation: Technical Support: Hardware and Infrastructure Support for Personal Compilitegrated programmes material set Qualification: 80646: FETC: Beauty and Nail Technology	158 uters
Option 1: Specialisation: Technical Support: Hardware and Infrastructure Support for Personal Computation: 80646: FETC: Beauty and Nail Technology. ONLY Additional and Separate Integrated Learning Programmes. LP: Perform a manicure and pedicure service. LP: Nail technology. Qualification: 93996: FETC: Contact Centre Operations. Option 1: LP 71489: Contact Centre Operations- Integrated programmes material set. Option 2: LP 94081: Contact Centre: Managing People Integrated programmes material set. Option 3: LP 94081: Contact Centre: Managing People Integrated programmes material set. NQF5 Qualifications. Qualification: 49075: NC: Organisational Transformation and Change Management Option 1: Integrated programmes material set. Qualification: 50334: NC: Occupationally Directed Education Training and Development Practices Option 1: Specialisation: SDF - Mostly single unit standards material set. Option 2: Specialisation: SDF - Theme based - Integrated programmes material set. Option 3: Specialisation: SDF - ELO based - Integrated programmes material set. Additional and Separate Integrated Learning Programmes LP: SDF 1.	158 uters
Option 1: Specialisation: Technical Support: Hardware and Infrastructure Support for Personal Computation: 80646: FETC: Beauty and Nail Technology. ONLY Additional and Separate Integrated Learning Programmes. LP: Perform a manicure and pedicure service. LP: Nail technology. Qualification: 93996: FETC: Contact Centre Operations. Option 1: LP 71489: Contact Centre Operations- Integrated programmes material set. Option 2: LP 94081: Contact Centre: Managing People Integrated programmes material set. Option 3: LP 94081: Contact Centre: Managing People Integrated programmes material set. NQF5 Qualifications. Qualification: 49075: NC: Organisational Transformation and Change Management. Option 1: Integrated programmes material set Qualification: 50334: NC: Occupationally Directed Education Training and Development Practices Option 1: Specialisation: SDF - Mostly single unit standards material set Option 2: Specialisation: SDF - Theme based - Integrated programmes material set Option 3: Specialisation: SDF - ELO based - Integrated programmes material set Additional and Separate Integrated Learning Programmes LP: SDF 1 LP: SDF 2	158 uters
Option 1: Specialisation: Technical Support: Hardware and Infrastructure Support for Personal Computations and Programmes material set	158 uters
Option 1: Specialisation: Technical Support: Hardware and Infrastructure Support for Personal Computations and Personal Set	158 uters
Option 1: Specialisation: Technical Support: Hardware and Infrastructure Support for Personal Computation: 80646: FETC: Beauty and Nail Technology	158 uters
Option 1: Specialisation: Technical Support: Hardware and Infrastructure Support for Personal Computation: 80646: FETC: Beauty and Nail Technology	158 uters
Option 1: Specialisation: Technical Support: Hardware and Infrastructure Support for Personal Computation Integrated programmes material set	158 uters
Option 1: Specialisation: Technical Support: Hardware and Infrastructure Support for Personal Computation Integrated programmes material set Qualification: 80646: FETC: Beauty and Nail Technology. ONLY Additional and Separate Integrated Learning Programmes. LP: Perform a manicure and pedicure service. LP: Nail technology. Qualification: 93996: FETC: Contact Centre Operations Option 1: LP 71489: Contact Centre Operations- Integrated programmes material set. Option 2: LP 94081: Contact Centre: Managing People — Integrated programmes material set. Option 3: LP 94081: Contact Centre: Managing People — Integrated programmes material set. NQF5 Qualifications. Qualification: 49075: NC: Organisational Transformation and Change Management Option 1: Integrated programmes material set. Qualification: 50334: NC: Occupationally Directed Education Training and Development Practices Option 1: Specialisation: SDF — Mostly single unit standards material set. Option 3: Specialisation: SDF — Theme based — Integrated programmes material set. Option 3: Specialisation: SDF — ELO based — Integrated programmes material set. Additional and Separate Integrated Learning Programmes LP: SDF 1 LP: SDF 2 Qualification: 58820: NC: Advertising Option 1: Specialisation: Client Service - Single unit standards material set. Option 2: Specialisation: Client Service - Single unit standards material set. Option 1: LP 60269: General Management - Integrated programmes material set. Option 2: LP 60269: General Management - Integrated programmes material set.	158 uters
Option 1: Specialisation: Technical Support: Hardware and Infrastructure Support for Personal Computation: 80646: FETC: Beauty and Nail Technology. ONLY Additional and Separate Integrated Learning Programmes. LP: Perform a manicure and pedicure service. LP: Nail technology. Qualification: 93996: FETC: Contact Centre Operations Option 1: LP 71489: Contact Centre Operations- Integrated programmes material set. Option 2: LP 94081: Contact Centre: Managing People Integrated programmes material set. Option 3: LP 94081: Contact Centre: Managing People Integrated programmes material set. NQF5 Qualifications. Qualification: 49075: NC: Organisational Transformation and Change Management Option 1: Integrated programmes material set. Qualification: 50334: NC: Occupationally Directed Education Training and Development Practices Option 1: Specialisation: SDF - Mostly single unit standards material set. Option 2: Specialisation: SDF - Theme based - Integrated programmes material set. Option 3: Specialisation: SDF - ELO based - Integrated programmes material set. Additional and Separate Integrated Learning Programmes LP: SDF 1 LP: SDF 2 Qualification: 58820: NC: Advertising Option 1: Specialisation: Cipywriting - Single unit standards material set. Option 2: Specialisation: Client Service - Single unit standards material set. Option 1: LP 60269: General Management - Single unit standards material set. Option 1: LP 60269: General Management - Integrated programmes material set. Option 3: LP 60273: Customer Management - Single unit standards material set.	158 uters
Option 1: Specialisation: Technical Support: Hardware and Infrastructure Support for Personal Composite Integrated programmes material set. Qualification: 80646: FETC: Beauty and Nail Technology ONLY Additional and Separate Integrated Learning Programmes	158 uters
Option 1: Specialisation: Technical Support: Hardware and Infrastructure Support for Personal Compountegrated programmes material set Qualification: 80646: FETC: Beauty and Nail Technology ONLY Additional and Separate Integrated Learning Programmes LP: Perform a manicure and pedicure service. LP: Nail technology Qualification: 93996: FETC: Contact Centre Operations Option 1: LP 71489: Contact Centre Operations- Integrated programmes material set. Option 2: LP 94081: Contact Centre: Managing People — Integrated programmes material set. Option 3: LP 94081: Contact Centre: Managing People — Integrated programmes material set. NQF5 Qualifications. Qualification: 49075: NC: Organisational Transformation and Change Management Option 1: Integrated programmes material set. Qualification: 50334: NC: Occupationally Directed Education Training and Development Practices Option 1: Specialisation: SDF — Mostly single unit standards material set Option 3: Specialisation: SDF — Theme based — Integrated programmes material set Option 3: Specialisation: SDF — ELO based— Integrated programmes material set Additional and Separate Integrated Learning Programmes LP: SDF 1 LP: SDF 2 Qualification: 58820: NC: Advertising Option 1: Specialisation: Client Service - Single unit standards material set Option 1: LP 60269: General Management Option 1: LP 60269: General Management - Integrated programmes material set Option 3: LP 60269: General Management - Integrated programmes material set Option 3: LP 60273: Customer Management - Integrated programmes material set Option 5: LP 60273: Customer Management - Integrated programmes material set Option 5: LP 60273: Customer Management - Integrated programmes material set Option 5: LP 60273: Customer Management - Integrated programmes material set Option 5: LP 60273: Customer Management - Integrated programmes material set	158 uters
Option 1: Specialisation: Technical Support: Hardware and Infrastructure Support for Personal Composite Integrated programmes material set. Qualification: 80646: FETC: Beauty and Nail Technology ONLY Additional and Separate Integrated Learning Programmes	158 uters

Option 9: LP 96100: General Management Banking - Single unit standards material set	177
Option 10: LP 96100: General Management Banking - Integrated programmes material set	178
Option 11: LP 96099: Customer Management Banking - Single unit standards material set	179
Option 12: LP 96099: Customer Management Banking - Integrated programmes material set	180
Qualification: 61596: ND: Food and Beverage Management	180
ONLY Additional and Separate Integrated Learning Programmes	
LP: Barista Basics	
Qualification: 61589: NC: Banking	
Option 1: LP 20186: Banking - Integrated programmes material set	
Qualification: 62610: ND: Copywriting	
ONLY Additional and Separate Integrated Learning Programmes	
LP: Write persuasive copy for marketing communications	181
Qualification: 63769: NC: Business Analysis Support Practice	182
Option 1: Single unit standards material set	
Option 2: Integrated programmes material set	
Qualification: 66189: NC: Quality Management Systems	
ONLY Additional and Separate Integrated Learning Programmes	
LP: Manage documentation and records in a QMS	184
NQF6 Qualifications	185
Qualification: 48967: National Certificate: Business Advising Operations	
and the same of th	
Option 1: Integrated programmes material set	105
SECTION 3: SETA SPECIFIED SKILLS PROGRAMMES	186
DEVELOPED SETA SPECIFIED SKILLS PROGRAMMES MATERIAL	186
CATHSETA	186
SP: Bar Attendant - HSP/BarAtt/2/0027	
WR SETA	
SP: Small Business Manager/Owner (Operations) - 27/SP-134903/Sma3/00263	
SP: Small Business Manager/Owner (Finance) - 27/SP-134903/Sma3/00301	
SP: Retail Manager (Chain Store) (Management) - 27/SP-142103/Ret4/00269	
SP: Retail Manager (Chain Store) (Monitoring & Evaluating Teams) - 27/SP-142103/Ret5/00288	
SP: Visual Merchandising - 27/SP-343203/Vis3/00254	
SP: Dispatch & Receiving Clerk (Computerised Department) - 27/SP-432102/Dis3/00248	
SP: Dispatch & Receiving Clerk (Receiving Clerk) (Retail Store) - 27/SP-432102/Dis3/00272	
SP: Dispatch & Receiving Clerk (Dispatch Clerk) (Retail Store) - 27/SP-432102/Dis3/00273	
SP: Retail Supervisor (Departmental Sales) - 27/SP-522201/Ret4/00277	
SP: Sales Assistant (General) (Retail Sales Advisor) - 27/SP-522301/Sal3/00249	
SP: Sales Assistant (General) (Retail Sales Advisor) (Credit Sales) - 27/SP-522301/Sal3/00251	
SP: Checkout Operator - 27/SP-523101/Che2/00239	189
SP: Shelf Filler (General) - 27/SP-833401/She2/00237	
SP: Shelf Filler (General Merchandiser) (Stock Counter) - 27/SP-833401/She2/00238	189
SP: Shelf Filler (Safety) - 27/SP-833401/She2/00257	189
SP: Store Person (Picker/Puller) - 27/SP-833402/Sto2/00243	189
SECTION 4: SETA RPL TOOL SETS	190
Davis and DDI Took Committee	400
DEVELOPED RPL TOOL SETS MATERIAL	
Q49397: NC: W&R Operations Supervision	
Q50080: FETC: Project Management	
Q57712: FETC: Generic Management: LP 74630: General Management	
Q57712: FETC: Generic Management: LP 83987: Inventory Control	
Q57712: FETC: Generic Management: LP 83989: Manufacturing Control	
Q58206: NC: W&R Operations: Chain Store Operations	
Q59201: NC: Generic Management: LP60269: General Management	190
Q59201: NC: Generic Management: LP60270: Generic Manufacturing	190
Q61595: FETC: Business Administration Services: LP35928	
Q63409: NC: W&R Operations: Retail Sales	190
Q67465: NC: Business Administration Services: LP23655	190
WRSETA SP: Retail Sales Advisor 27SP-522301Sal30 0249	190
Additional and optional RPL Candidate Resource Guide	190
SECTION 5: SETA LEARNERSHIP PACKS	191
Developed Leadyspacing Regioners	404
DEVELOPED LEARNERSHIP PACKS MATERIAL	
Q49075: NC: Organisational Transformation and Change Management	
Q49648: NC: New Venture Creation Option2	191

Q49648: NC: New Venture Creation Option3	191
Q50080: FETC: Project Management Option2	191
Q57712: FETC: LP 74630: General Management	191
Q57712: FETC: LP 63333: W&R Management	191
Q57937: GETC: Hygiene and Cleaning	
Q58206: NC: W&R Operations: Chain Store Operations Option4	
Q58206: NC: W&R Operations: SME Operations	
Q58308: NC: W&R Informal Small Business Practice	
Q59201 NC: Generic Management: LP 60269: General Management	
Q59201 NC: Generic Management: LP 60273: Customer Management	
Q61591: NC: IT: End User Computing	
Q61591: NC: IT: End User Computing	
Q61595: FETC: Business Administration Services: LP 35928	
Q61755: GETC: Business Practice	_
Q66249: FETC: New Venture Creation	
Q67464: FETC: Marketing: Marketing Communication	
Q67464: FETC: Marketing: Customer Management	
Q67464: FETC: Marketing: Customer Management	
Q67465: NC: Business Administration Services	
Q71490: NC: Contact Centre Support: LP 73269	
Q83946: NC: Management	
Q93996: FETC: Contact Centre Operations: LP 71489Q93997: NC: Contact Centre and Business Process Outsourcing Support: LP 80566	
Q93997. NC. Contact Centre and Business Process Outsourcing Support. LP 80300	192
SECTION 6: QCTO QUALIFICATIONS AND PART QUALIFICATIONS	193
DEVELOPED QCTO QUALIFICATIONS MATERIAL	194
NQF3 Qualifications	194
Qualification: 99669: Occupational Certificate: Retail Sales Advisor	
Option 1: Integrated unit standards material set	
SECTION 7: LEARNING MATERIAL DEVELOPMENT	195
7.1 Development of SETA Unit Standard learning material sets	
7.2 Development of SETA Qualification learning material sets	195
Integrating unit standards into learning programmes within the same qualification	195
7.3 Development of SETA Specified Skills Programmes	196
7.4 Development of SETA RPL Tool Sets	
7.5 Development of SETA Learnership Packs	
7.6 Development of QCTO Qualification learning material sets	
ABOUT GEMTRAIN	
Contact details	
TERMS AND CONDITIONS OF SALE	199



Section 1: SETA Single Unit Standards

We create and provide learning material to assist Skills Development Providers to gain accreditation for full qualifications, SETA skills programmes (using individual unit standards) and integrated learning programmes. We have supplied material to many Skills Development Providers that have successfully gained their accreditation and facilitated learning interventions, using our material.

SETA related material is created as individual unit standard learning material sets and supplied in MS Word format. 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
- Facilitator Report
- Assessor Assessment Guide with memorandum
- Assessor Assessment Feedback Document
- Assessor Moderator Review Document
- · Moderation Plan, Guide and Report Document
- Programme Curriculum, Strategy and Alignment document

Optional extra: PowerPoint slides can be created at an additional cost of R750 per unit standard

Important note

Please note that we may not sell "accredited training material" as the accreditation processes of the various Education Training Quality Assurers (ETQAs) 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 ensure that the learning material meets the requirements of the various ETQAs, as the training provider goes through the accreditation process and receives feedback from the ETQA (or SETA) verifier.

Developed Unit Standards - ready for sale

Various unit standard learning material sets may be purchased individually. The individual unit standard learning material sets are available for:

SAQA ID	Unit Standard Title	NQF	Credits	Price
7175	Provide customer service in a banking environment	3	3	R 1 500.00
7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	3	5	R 1 500.00
7465	Collect and use data to establish complex statistical and probability models and solve related problems	4	5	R 1 500.00
7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	4	6	R 1 500.00
7469	Use mathematics to investigate and monitor the financial aspects of personal and community life	2	2	R 1 500.00
7480	Demonstrate understanding of rational and irrational numbers and number systems	2	3	R 1 500.00
7547	Operate a personal computer system [PC and MS Windows 10]	2	6	R 1 500.00
7566	Operate personal computer peripherals [PC Peripherals]	2	3	R 1 500.00
7567	Produce and use spreadsheets for business [MS Excel 2013]	3	5	R 1 500.00
7568	Demonstrate knowledge of and produce word processing documents using basic functions [MS Word 2013]	2	3	R 1 500.00
7570	Produce word processing documents for business [MS Word 2013]	3	5	R 1 500.00
7571	Demonstrate the ability to use electronic mail software to send and receive messages [MS Outlook 2013]	2	3	R 1 500.00
7573	Demonstrate ability to use the World Wide Web [MS Edge Internet]	2	3	R 1 500.00
7575	Produce presentation documents for business [MS PowerPoint 2013]	3	5	R 1 500.00
7706	Maintain a Booking System	3	2	R 1 500.00
7732	Prepare and clear areas for counter service	2	1	R 1 500.00
7743	Accept and store food deliveries	4	3	R 1 500.00
7785	Function in a business environment	3	5	R 1 500.00
7790	Process incoming and outgoing telephone calls	3	3	R 1 500.00



SAQA ID	Unit Standard Title	NQF	Credits	Price
7791	Display cultural awareness in dealing with customers and colleagues	4	4	R 1 500.00
7796	Maintain a secure working environment	3	1	R 1 500.00
7800	Maintain health, hygiene and a professional appearance	1	1	R 1 500.00
7836	Monitor customer satisfaction	4	3	R 1 500.00
7860	Introduce new staff to the workplace	3	1	R 1 500.00
8104	Operate and take care of equipment in an office environment	2	2	R 1 500.00
8420	Operate in a team	2	4	R 1 500.00
8618	Organise oneself in the workplace	2	3	R 1 500.00
8647	Apply workplace communication skills	5	10	R 1 500.00
8648	Demonstrate an understanding of professional values and ethics	5	4	R 1 500.00
8962	Maintain and adapt oral communication [1st language]	2	5	R 1 500.00
8963	Access and use information from texts [1st language]	2	5	R 1 500.00
8964	Write for a defined context [1st language]	2	5	R 1 500.00
8965	Respond to literary texts [1st language]	2	5	R 1 500.00
8967	Use language and communication in occupational learning programmes [1st language]	2	5	R 1 500.00
8968	Accommodate audience and context needs in oral communication [1 st language]	3	5	R 1 500.00
8968	Accommodate audience and context needs in oral communication [2 nd language]	3	5	R 1 500.00
8968	Accommodate audience and context needs in oral communication [Afrikaans as 2 nd language]	3	5	R 1 500.00
8969	Interpret and use information from texts [1st language]	3	5	R 1 500.00
8969	Interpret and use information from texts [2 nd language]	3	5	R 1 500.00
8969	Interpret and use information from texts [Afrikaans as 2 nd language]	3	5	R 1 500.00
8970	Write texts for a range of communicative contexts [1st language]	3	5	R 1 500.00
8970	Write texts for a range of communicative contexts [2 nd language]	3	5	R 1 500.00
8970	Write texts for a range of communicative contexts [Afrikaans as 2 nd language]	3	5	R 1 500.00
8972	Interpret a variety of literary texts [1st language]	3	5	R 1 500.00
8972	Interpret a variety of literary texts [2nd language]	3	5	R 1 500.00
8972	Interpret a variety of literary texts [Afrikaans as 2 nd language]	3	5	R 1 500.00
8973	Use language and communication in occupational learning programmes [1st language]	3	5	R 1 500.00
8973	Use language and communication in occupational learning programmes [2 nd language]	3	5	R 1 500.00
8973	Use language and communication in occupational learning programmes [Afrikaans as 2 nd language]	3	5	R 1 500.00
8974	Engage in sustained oral communication and evaluate spoken texts	4	5	R 1 500.00
8975	Read analyse and respond to a variety of texts	4	5	R 1 500.00
8976	Write for a wide range of contexts	4	5	R 1 500.00
8977	Evaluate literary texts	4	5	R 1 500.00
8979	Use language and communication in occupational learning programmes	4	5	R 1 500.00
9007	Work with a range of patterns and functions and solve problems	2	5	R 1 500.00
9008	Identify, describe, compare, classify, explore shape and motion in 2- and 3-dimensional shapes in different contexts	2	3	R 1 500.00
9009	Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life related problems	2	3	R 1 500.00
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	3	2	R 1 500.00
9012	Investigate life and work related problems using data and probabilities	3	4	R 1 500.00
9013	Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	3	5	R 1 500.00
9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	4	6	R 1 500.00
9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	4	4	R 1 500.00
9224	Implement policies regarding HIV/AIDS in the workplace	5	4	R 1 500.00
9244	Plan and conduct meetings	4	4	R 1 500.00



SAQA ID	Unit Standard Title	NQF	Credits	Price
9302	Access information in order to respond to client enquiries in a financial services environment	3	2	R 1 500.00
9303	Communicate verbally with clients in a financial environment	3	3	R 1 500.00
9357	Develop and use keyboard skills to enter text	1	4	R 1 500.00
9506	Communicate in an assertive manner with clients and fellow workers	4	4	R 1 500.00
9533	Use communication skills to handle and resolve conflict in the workplace	3	3	R 1 500.00
9960	Communicate verbally and non-verbally in the workplace	3	8	R 1 500.00
9964	Apply health and safety to a work area	2	3	R 1 500.00
10006	Demonstrate an understanding of entrepreneurship and develop entrepreneurial qualities	1	2	R 1 500.00
10007	Identify, analyse and select business opportunities	1	3	R 1 500.00
10009	Demonstrate the ability to start and run a business and adapt to a changing business environment	1	3	R 1 500.00
10022	Comply with organisational ethics	4	4	R 1 500.00
10023	Identify internal and external stakeholders	4	4	R 1 500.00
10044	Implement a generic communication strategy	5	10	R 1 500.00
10044	Identify product features, advantages and benefits to the customer	5	10	R 1 500.00
10047	Close a deal with a customer in a Contact Centre	5	5	R 1 500.00
10047	Identify brand mix elements	5	8	R 1 500.00
10050	Integrate marketing plans with business process	5	6	R 1 500.00
10052	Monitor handling of customers by frontline customer service	5	6	R 1 500.00
10052	Manage customer requirements and needs and implement action plans	5	8	R 1 500.00
10054	Identify and manage areas of customer service impact	5	6	R 1 500.00
10055	Present data to stakeholders	5	5	R 1 500.00
10064	Investigate and explain marketing communications concepts	5	8	R 1 500.00
10065	Demonstrate an understanding of marketing communications roles	5	12	R 1 500.00
10066	Establish customer needs and relationships	5	16	R 1 500.00
10067	Develop customer needs and relationships	5	16	R 1 500.00
10135	Work as a project team member	4	8	R 1 500.00
10140	Apply a range of project management tools	4	8	R 1 500.00
10147	Supervise a project team of a technical project to deliver project objectives	5	14	R 1 500.00
10170	Demonstrate understanding of employment relations in an organisation	3	3	R 1 500.00
10255	Select, use and care for power tools	2	5	R 1 500.00
10313	Comply with service levels as set out in a Contact Centre Operation	4	10	R 1 500.00
10324	Describe features, advantages and benefits of a range of products or services	4	6	R 1 500.00
10327	Provide coaching to personnel within a Contact Centre	4	10	R 1 500.00
	Implement and co-ordinate Contact Centre activities in a commercial	1.00	A 100 A	
10328	environment	4	18	R 1 500.00
10348	Identify and respond to customer needs in a Contact Centre	2	12	R 1 500.00
10349	Input data received onto appropriate computer packages within a Contact Centre	2	12	R 1 500.00
10350	Collect and record information queries and requests from customers	2	8	R 1 500.00
10353	Meet performance standards within a Contact Centre	2	6	R 1 500.00
10354	Contribute to a diverse working environment in a Contact Centre	2	8	R 1 500.00
10388	Interpret basic financial statements	4	3	R 1 500.00
10978	Recruit and select candidates to fill defined positions	4	10	R 1 500.00
10980	Induct a new employee	4	6	R 1 500.00
10981	Supervise work unit to achieve work unit objectives (individuals and teams)	4	12	R 1 500.00
10983	Participate in the implementation and utilisation of equity related processes	4	5	R 1 500.00
10985	Conduct a disciplinary hearing	6	5	R 1 500.00
11235	Maintain effective working relationships with other members of staff	3	1	R 1 500.00
11241	Perform basic business calculations	3	6	R 1 500.00
11286	Institute disciplinary action	5	8	R 1 500.00
11473	Manage individual and team performance	4	8	R 1 500.00



SAQA ID	Unit Standard Title	NQF	Credits	Price
11909	Monitor and advise on substantive conditions of employment and related rights and obligations in an organisation	5	5	R 1 500.00
12140	Recruit and select candidates to fill defined positions	5	9	R 1 500.00
12153	Use the writing process to compose texts required in the business environment	4	5	R 1 500.00
12154	Apply comprehension skills to engage oral texts in a business	4	5	R 1 500.00
12155	Apply comprehension skills to engage written texts in a business	4	4	R 1 500.00
12417	environment Measure, estimate & calculate physical quantities & explore, critique & prove geometrical relationships in 2 and 3 dimensional space in	4	4	R 1 500.00
12433	the life and workplace of adult with increasing responsibilities Use communication techniques effectively	5	8	R 1 500.00
12444	Measure, estimate and calculate physical quantities and explore, describe and represent geometrical relationships in 2-dimensions in different life or workplace contexts	2	3	R 1 500.00
12463	Understand and deal with HIV/AIDS	2	2	R 1 500.00
12466	Explain the individual's role within business	2	4	R 1 500.00
12483	Perform basic first aid	2	4	R 1 500.00
12484	Perform basic fire fighting	2	4	R 1 500.00
12537	Identify personal values and ethics in the workplace Facilitate the preparation and presentation of evidence for	1	4	R 1 500.00
12544	assessment	4	4	R 1 500.00
12885	Apply concepts and principles relevant to the practical aspects of corporate governance and accountability	6	10	R 1 500.00
13167	Identify potential hazards and critical safety issues in the workplace	1	2	R 1 500.00
13176	Describe and discuss basic issues relating to the nature of business, the stakeholders in a business and business profitability	1	3	R 1 500.00
13224	Monitor the application of safety, health and environmental protection procedures	4	4	R 1 500.00
13235	Maintain the quality assurance system	4	5	R 1 500.00
13322	Operate a note sorting machine	3	12	R 1 500.00
13427	Solve note-processing operating problems to maintain efficiency of production process	4	8	R 1 500.00
13483	Evaluate an event to ensure sustainable events	5	3	R 1 500.00
13484	Perform successful event administration	5	8	R 1 500.00
13486	Research an event	5	4	R 1 500.00
13872	Instil in myself a personal Contact Centre culture	4	4	R 1 500.00
13873	Handle a range of customer complaints in Contact Centres	4	4	R 1 500.00
13874 13883	Work as a member of a Contact Centre Team Apply out-bound Contact Centre Operations within a commercial	3	5 8	R 1 500.00
13884	environment Apply in-bound and out-bound Contact Centre operations within an	3	16	R 1 500.00
	emergency context		100	
13911	Induct a new member into a team Apply knowledge of self and team in order to develop a plan to	3	3	R 1 500.00
13912	enhance team performance	3	5	R 1 500.00
13914	Conduct a formal meeting	3	3	R 1 500.00
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	3	4	R 1 500.00
13916	Identify and keep the records that a team manager is responsible for keeping	3	4	R 1 500.00
13917	Indicate the role of a team leader ensuring that a team meets an organisation's standards	3	6	R 1 500.00
13918	Manage time and the work process in a business environment	3	4	R 1 500.00
13919	Investigate and explain the structure of a selected workplace or organisation	3	10	R 1 500.00
13925	Present information in a public setting	5	5	R 1 500.00
13928	Monitor and control reception area	3	4	R 1 500.00
13929	Co-ordinate meetings, minor events & travel arrangements	3	3	R 1 500.00
13930	Monitor and control the receiving and satisfaction of visitors	3	4	R 1 500.00
13931	Monitor and control the maintenance of office equipment	3	4	R 1 500.00



SAQA ID	Unit Standard Title	NQF	Credits	Price
13932	Prepare and process documents for financial and banking processes	3	5	R 1 500.00
13933	Plan, monitor and control an information system in a business environment	3	3	R 1 500.00
13934	Plan and prepare meeting communications	3	4	R 1 500.00
13935	Plan and conduct basic research in an office environment	3	6	R 1 500.00
13937	Monitor and control office supplies	3	2	R 1 500.00
13941	Apply the budget function in a business unit	4	5	R 1 500.00
13943	Analyse new developments reported in the media that could impact on a business sector or industry	4	10	R 1 500.00
13944	Describe the relationship of junior management to the general management function	4	5	R 1 500.00
13945	Describe and apply the management of stock and fixed assets in a business unit	4	2	R 1 500.00
13947	Motivate a team	4	6	R 1 500.00
13948	Negotiate an agreement or deal in an authentic work situation	4	5	R 1 500.00
13952	Demonstrate basic understanding of the Primary labour legislation that impacts on a business unit	4	8	R 1 500.00
13961	Demonstrate knowledge and use of hand operated fire fighting equipment	2	4	R 1 500.00
13994	Identify and discuss different types of business and their legal implications	1	4	R 1 500.00
13995	Demonstrate an understanding of contracts and their sources	1	2	R 1 500.00
13999	Demonstrate an understanding of basic accounting practices	1	4	R 1 500.00
14338	Attend to customer enquiries in an office setting	2	2	R 1 500.00
14339	Identify and maintain the types of records required in own industry and understand why it is necessary to create evidence and maintain confidentiality	2	5	R 1 500.00
14340	Maintain an existing information system in a business environment	2	4	R 1 500.00
14341	Keep informed about current affairs related to one's own industry	2	4	R 1 500.00
14342	Manage time and work processes within a business environment	2	4	R 1 500.00
14343	Investigate the structure of an organisation as a workplace	2	8	R 1 500.00
14344	Demonstrate an understanding of a selected business environment	2	10	R 1 500.00
14346	Process numerical and text data in a business environment [using MS Excel]	2	2	R 1 500.00
14347	Receive, distribute and dispatch mail in an office environment	2	2	R 1 500.00
14348	Process incoming and outgoing telephone calls	2	3	R 1 500.00
14349	Receive and execute instructions	2	2	R 1 500.00
14352	Manage a diary for self and others	2	4	R 1 500.00
14353	Conduct basic financial transactions	2	3	R 1 500.00
14355	Order and distribute office supplies	2	2	R 1 500.00
14357	Demonstrate an understanding of a selected business environment	4	10	R 1 500.00
14359	Behave in a professional manner in a business environment	2	5	R 1 500.00
14427	Select and supervise the use and maintenance of plant, equipment and tools	4	10	R 1 500.00
14444	Demonstrate an understanding of a general business plan and adapt it to a selected business idea	1	7	R 1 500.00
14534	Apply knowledge of community issues in relation to development projects	3	4	R 1 500.00
14552	Contract service providers	4	3	R 1 500.00
14656	Demonstrate an understanding of sexuality and sexually transmitted infections including HIV/AIDS	1	5	R 1 500.00
14665	Interpret current affairs related to a specific business sector	3	10	R 1 500.00
14667	Describe and apply the management functions of an organisation	4	10	R 1 500.00
14734	Deal with customers	5	8	R 1 500.00
14913	Explain the principles of computer networks	3	5	R 1 500.00
14917	Explain computer architecture concepts	4	7	R 1 500.00
14920	Participate in groups and/or teams to recommend solutions to problems	4	3	R 1 500.00
14921	Describe the types of computer systems and associated hardware configurations	4	6	R 1 500.00
14927	Apply problem solving strategies	4	4	R 1 500.00
14936	Describe and install scanning systems	4	3	R 1 500.00



SAQA ID	Unit Standard Title	NQF	Credits	Price
14942	Demonstrate an understanding of computer network communication	4	9	R 1 500.00
14944	Explain how data is stored on computers	4	7	R 1 500.00
14947	Describe data communications	3	4	R 1 500.00
14963	Investigate the use of computer technology in an organisation	4	6	R 1 500.00
14994	Demonstrate knowledge and understanding of insurable risk	4	2	R 1 500.00
15091	Plan to manage one's time	1	3	R 1 500.00
15094	Demonstrate insight into the application of theories of Emotional and Spiritual Intelligence in personal development	5	5	R 1 500.00
15214	Recognise areas in need of change, make recommendations and implement change in the team, department or division	5	3	R 1 500.00
15216	Create opportunities for innovation and lead projects to meet innovative ideas	5	4	R 1 500.00
15217	Develop an organisational training and development plan	5	7	R 1 500.00
15219	Develop and implement a strategy and action plans for a team, department or division	5	4	R 1 500.00
15220	Set, monitor and measure the achievement of goals and objectives for a team, department or division within an organisation	5	4	R 1 500.00
15221	Provide information and advice regarding skills development and related issues	5	4	R 1 500.00
15224	Empower team members through recognising strengths, encouraging participation in decision making & delegating results	5	4	R 1 500.00
15227	Conduct skills development administration in an organisation	4	4	R 1 500.00
15228	Advise on the establishment and implementation of a quality management system for skills development practices in an organisation	5	10	R 1 500.00
15232	Coordinate planned skills development interventions in an organisation	5	6	R 1 500.00
15234	Apply efficient time management to the work of a department / division / section	5	4	R 1 500.00
15235	Prepare and conduct staff selection interviews	5	3	R 1 500.00
15236	Apply financial analysis	5	4	R 1 500.00
15237	Build teams to meet set goals and objectives	5	3	R 1 500.00
15238	Devise and apply strategies to establish and maintain relationships	5	3	R 1 500.00
109999	Manage service providers in a selected organisation	4	5	R 1 500.00
110003	Develop administrative procedures in a selected organisation	4	8	R 1 500.00
110009	Manage administration records	4	4	R 1 500.00
110021	Achieve personal effectiveness in business environment	4	6	R 1 500.00
110023	Present information in report format	4	6	R 1 500.00
110026	Describe and assist in the control of fraud in an office environment	4	4	R 1 500.00
110064 110082	Contribute to the health, safety and security of the workplace	2	4	R 1 500.00
110082	Understand the impact of customer service on a business Process, analyse and communicate numerical data	1	6	R 1 500.00 R 1 500.00
110063	Arrange a Public Relations / Communication event	4	5	R 1 500.00
110293	Monitor the quality system in the laboratory	5	8	R 1 500.00
110466	Clean wards and medium-risk, high-risk and isolation patient areas	2	8	R 1 500.00
110502	Demonstrate and apply knowledge and understanding of the roles, function and responsibilities of the main stakeholders and role	4	4	R 1 500.00
113836	players in local economic development Apply basic computer technology [PC, MS Windows 10, MS Word 2013, MS Excel 2013]	3	11	R 1 500.00
113852	Apply occupational health, safety and environmental principles	3	10	R 1 500.00
113909	Coach a team member in order to enhance individual performance in work environment	3	5	R 1 500.00
113924	Apply basic business ethics in a work environment	2	2	R 1 500.00
113955	Apply the Batho Pele principles to own work role and context	3	4	R 1 500.00
113960	Demonstrate and apply knowledge of the ethical standards in the Public Sector	4	4	R 1 500.00
114050	Explain the principles of business and the role of information technology	5	4	R 1 500.00
114052	Demonstrate appropriate customer care in the context of IT support, according to a Service Agreement	5	8	R 1 500.00
114055	Demonstrate an awareness of ethics and professionalism for the computer industry in South Africa	5	3	R 1 500.00



SAQA ID	Unit Standard Title	NQF	Credits	Price
114056	Describe enterprise systems management and its role in IT systems support	5	3	R 1 500.00
114076	Use computer technology to research a computer topic [MS Internet Explorer]	4	3	R 1 500.00
114209	Apply Return on Investment (ROI) theory and practice to a business unit – General Management focused	4	6	R 1 500.00
114209	Apply Return on Investment (ROI) theory and practice to a business unit - Marketing focused	4	6	R 1 500.00
114215	Mentor a colleague to enhance the individual's knowledge, skills, values and attitudes in a selected career path	4	3	R 1 500.00
114226	Interpret and manage conflicts within the workplace	5	8	R 1 500.00
114273	Demonstrate and apply an understanding of the Labour Relations Act with respect to Collective Agreements and Bargaining Councils	5	6	R 1 500.00
114274	Demonstrate & apply an understanding of the Basic Conditions of Employment Act	5	8	R 1 500.00
114584	Finance a new venture	4	6	R 1 500.00
114585	Plan strategically to improve business performance	4	4	R 1 500.00
114589	Manage time productively	4	4	R 1 500.00
114592	Produce business plans for a new venture	4	8	R 1 500.00
114593	Tender to secure business for a new venture	4	5	R 1 500.00
114596	Research the viability of new venture ideas/opportunities	4	5	R 1 500.00
114600	Apply innovative thinking to the development of a small business	4	4	R 1 500.00
114623	Select, inspect, use and maintain measurement, test and calibration equipment	3	8	R 1 500.00
114636	Demonstrate an understanding of preventative maintenance, environmental and safety issues in a computer environment	3	6	R 1 500.00
114749	Maintain an Automated Teller Machine (ATM)	4	4	R 1 500.00
114805	Manage general administration	4	4	R 1 500.00
114828	Prepare for and perform a facial consultancy service	3	5	R 1 500.00
114873	Apply basic financial procedures to PFMA principles	5	3	R 1 500.00
114877	Formulate and implement an action plan to improve productivity within an organisational unit	4	8	R 1 500.00
114889	Record transactions (at the Point of Sale)	2	8	R 1 500.00
114890	Perform office functions in a wholesale and retail outlet	2	4	R 1 500.00
114891	Count stock for a stocktake (in a retail / wholesale outlet)	2	5	R 1 500.00
114892	Dispatch stock (in a retail / wholesale outlet)	3	10	R 1 500.00
114893	Pack customer purchases at point of sales	2	3	R 1 500.00
114894	Process payment at a Point of Sales (POS)	2	10	R 1 500.00
114895	Define the core concepts of the wholesale and retail environment	2	10	R 1 500.00
114896	Receive stock (in a retail / wholesale outlet)	3	12	R 1 500.00
	Sell products to customers in a Wholesale and Retail outlet	3		R 1 500.00
114900			12	
114902	Operate a computer in a Wholesale/Retail outlet	2	6	R 1 500.00
114903	Interact with customers	2	8	R 1 500.00
114906	Mark merchandise and maintain displays	2	10	R 1 500.00
114911	Resolve customer queries / complaints (in retail)	3	8	R 1 500.00
114912 114916	Maintain a safe and secure wholesale and retail environment Use labour intensive construction methods to construct and maintain	2	10 8	R 1 500.00
114924	roads and stormwater drainage Demonstrate understanding of the outcomes-based education and training approach within the context of a National Qualifications	5	5	R 1 500.00
114941	Framework Apply knowledge of HIV/AIDS to a specific business sector and a workplace	3	4	R 1 500.00
114959	Behave in a professional manner in a business environment	2	4	R 1 500.00
114960	Investigate the need to provide financially for own retirement	3	3	R 1 500.00
114974	Apply the basic skills of customer service	2	2	R 1 500.00
114976	Operate and take care of equipment in an office environment	2	2	R 1 500.00
114979	Operate a computer workstation in a business environment [PC and MS Windows]	3	2	R 1 500.00
115074	Engage in short conversations with a Deaf person on a familiar topic using South African Sign Language (SASL)	4	6	R 1 500.00



SAQA	Unit Standard Title	NQF	Credits	Price
ID	Perform everyday communicative tasks using South African Sign			
115079	Language (SASL)	4	4	R 1 500.00
115091	Monitor compliance to safety, health and environmental requirements in a workplace	2	2	R 1 500.00
115208	Establish the basic principles of fundraising	4	5	R 1 500.00
115215	Analyse the fundraising strategies of a successful non-profit organisation	4	7	R 1 500.00
115358	Apply information gathering techniques for computer system development	5	7	R 1 500.00
115382	Apply the principles of creating computer programs containing advanced algorithms using a procedural programming language	6	12	R 1 500.00
115384	Test a computer program against a given specification	5	6	R 1 500.00
115391	Demonstrate an understanding of the principles of the internet and the world-wide-web [MS Internet Explorer]	4	3	R 1 500.00
115395	Apply and explain the generic business process and value chain model	5	12	R 1 500.00
115398	Observe and record the findings of a business requirements gathering session	5	8	R 1 500.00
115402	Assist in researching the problem and the solution within a consulting context	5	6	R 1 500.00
115407	Apply the principles of change management in the workplace	5	10	R 1 500.00
115498	Resolve client requests and queries	4	4	R 1 500.00
115500	Inform client of planned process and follow-up on requests	4	4	R 1 500.00
115753	Conduct outcomes-based assessment	5	15	R 1 500.00
115755	Design and develop outcomes-based assessments	6	10	R 1 500.00
115759	Conduct moderation of outcomes-based assessments	6	10	R 1 500.00
115789	Sustain oral interaction across a wide range of contexts and critically evaluate spoken texts	5	5	R 1 500.00
115790	Write and present for a wide range of purposes, audiences and contexts	5	5	R 1 500.00
115792	Access, process, adapt and use data from a wide range of texts	5	5	R 1 500.00
115803	Explain complex processes to Deaf individuals and groups of Deaf people, using South African Sign Language (SASL)	5	3	R 1 500.00
115813	Hold conversations with Deaf individuals and groups of Deaf people on an unfamiliar topic using South African Sign Language (SASL)	5	6	R 1 500.00
115814	Paraphrase and summarise signed monologues on familiar topics using South African Sign Language (SASL)	5	4	R 1 500.00
115817	Provide and respond to feedback	5	4	R 1 500.00
115821	Apply business financial practices	5	4	R 1 500.00
115823	Gather and manage information for decision-making	5	5	R 1 500.00
115835	Operate in a professional manner utilising trouble shooting techniques while applying creative thinking processes	5	5	R 1 500.00
115855	Create, maintain & update record keeping systems	5	5	R 1 500.00
115857	Explain marketing for SMMEs	5	6	R 1 500.00
116338	Apply basic business accounting practices	6	9	R 1 500.00
116365	Evaluate the financial practices of a business	6	9	R 1 500.00
116380	Supervise workers at levels 2 and 3	4	6	R 1 500.00
116394	Implement and manage human resource and labour relations policies and acts	5	9	R 1 500.00
116483	Apply moral decision making and problem solving strategies	3	6	R 1 500.00
116720	Show understanding of diversity in the workplace	3	3	R 1 500.00
116779	Develop and implement specifications to achieve the desired product or service	5	10	R 1 500.00
116927	Apply the principles of employment equity to organisational transformation	5	10	R 1 500.00
116928	Manage diversity in the workplace	5	14	R 1 500.00
116929	Recognise the transformative elements of South Africa's Human Resources Development legislation	5	10	R 1 500.00
116930	Use a Graphical User Interface (GUI)-based presentation application to enhance presentation appearance [MS PowerPoint 2007 or 2013]	3	5	R 1 500.00
116931	Use a Graphical User Interface (GUI)-based web-browser to search the Internet [MS Internet Explorer]	2	4	R 1 500.00



116932 Operate a personal computer system MS Windows 10 1 3 R 1 500.00	SAQA ID	Unit Standard Title	NQF	Credits	Price
1693	116932	Operate a personal computer system [MS Windows 10]	1	3	R 1 500.00
16936	116933		1	3	R 1 500.00
16937	116935	User Interface (GUI)-based messaging application [MS Outlook 2013]	2	2	R 1 500.00
16938 Loc raate and edit spreadsheets IMS Excel 2013	116936	work with simple databases [MS Access 2013]	3	3	R 1 500.00
16940 Los a Graphical User Interface (GUI)-based spreadsheet application to solve a given problem [MS Excel 2013] Using a Graphical User Interface (GUI)-based spreadsheet application to solve a given problem [MS Excel 2013] Using a Graphical User Interface (GUI)-based spreadsheet application, enhance the functionality and apply graph (charts to a spreadsheet [MS Word 2013] Using a Graphical User Interface (GUI)-based spreadsheet application, enhance the functionality and apply graph (charts to a spreadsheet [MS Excel 2013] Using a Graphical User Interface (GUI)-based spreadsheet application, enhance the functionality and apply graph (charts to a spreadsheet [MS Excel 2013] Using a Graphical User Interface (GUI)-based spreadsheet application, enhance the functionality and apply graph (charts to a spreadsheet [MS Excel 2013] Using a Graphical User Interface (GUI)-based spreadsheet application, enhance the functionality apply graph (charts to a spreadsheet [MS Excel 2013] Using a Graphical User Interface (GUI)-based spreadsheet [MS Excel 2013] R 1 500.00 Use electronic mail to send and receive messages Use electronic mail to send and receive send and prove one part of the use of the us	116937	to create and edit spreadsheets [MS Excel 2013]	2	4	R 1 500.00
116942 Use a GiV-based word processor to create merged documents [MS Word 2013] Using a Graphical User Interface (GUI)-based spreadsheet application, enhance the functionality and apply graph /charts to a spreadsheet [MS Excel 2013] 116943 Use electronic mail to send and receive messages [MS Outlook 2013] 116945 [MS Outlook 2013] 116949 Establish how a value system underpins organisational transformation 1 1 12 R 1 500.00 1177029 Provide care to a frail person 1 1 12 R 1 500.00 1177111 Apply knowledge of basic accounting principles to financial services 3 4 R 1 500.00 1177112 Explain basic economics 3 3 R 1 500.00 1177112 Explain basic economics 3 3 R 1 500.00 117712 Explain basic economics 3 3 R 1 500.00 117714	116938		1	4	R 1 500.00
Insert	116940		3	6	R 1 500.00
116945 application, enhance the functionality and apply graph /charts to a spreadsheet [MS Excel 2013] 116945 Use electronic mail to send and receive messages [MS Outlook 2013] 116949 Establish how a value system underpins organisational transformation 117029 Provide care to a frail person 11 12 R 1 500.00 117111 Apply knowledge of basic accounting principles to financial services 3 4 R 1 500.00 117112 Explain basic economics 3 3 R 1 500.00 117132 Explain basic economics 3 3 R 1 500.00 117149 the Compensation for Occupational Injuries and Diseases Act, 130 of 1993, as amended (COIDA) 117156 Explain the scope of the Compensation for Occupational Injuries and Diseases Act, 130 of 1993, as amended (COIDA) 117156 Use knowledge of self to make a life decision in the creative world 117558 Write scripts for an audio visual medium 117581 Demonstrate an understanding of an advertising agency/design company 117586 Demonstrate an understanding of an advertising agency/design company 117589 Demonstrate an understanding of an advertising agency/design mediums 117590 Demonstrate an understanding of the creative strategies 117591 Demonstrate an understanding of the creative strategies 117592 Develop campaign, media and creative strategies 117593 Develop campaign, media and creative strategies 117594 Demonstrate an understanding of the creative principles of copyoywriting in marketing communications 117595 Evaluate media 117596 Demonstrate an understanding of the creative principles of copyoywriting in marketing communications 117590 Demonstrate an understanding of the creative principles of copyoywriting in marketing communications 117591 Demonstrate an understanding of the creative writing process 5 10 R 1 500.00 117600 Demonstrate an understanding of marketing communications production 117604 Demonstrate an understanding of marketing communications production 117605 Polemonstrate an understanding of the creative writing process 5 R 1 500.00 117686 Assist and support learners to manage their	116942	Use a GUI-based word processor to create merged documents	3	3	R 1 500.00
Use electronic mail to send and receive messages 2 2 R 1 500.00	116943	application, enhance the functionality and apply graph /charts to a	4	3	R 1 500.00
17029	116945	Use electronic mail to send and receive messages	2	2	R 1 500.00
117111 Apply knowledge of basic accounting principles to financial services 3 4 R 1 500.00 117132 Explain basic economics 3 3 R 1 500.00 117149 Apply knowledge and insight into the statutory cover afforded under the Compensation for Occupational Injuries and Diseases Act, 130 of 1993, as amended (CoIDA) 117155 Explain the scope of the Compensation for Occupational Injuries and Diseases Act 130 of 1993 (COIDA) 117156 Interpret basic financial statements 117518 Use knowledge of self to make a life decision in the creative world 117518 Write scripts for an audio visual medium 117518 Write scripts for an audio visual medium 117519 Demonstrate an understanding of an advertising agency/design company 11758 Demonstrate an understanding of an advertising agency/design company 11759 Develop and evaluate creative solutions for a variety of advertising mediums 117590 Develop campaign, media and creative strategies 117591 Develop and evaluate creative solutions for a variety of advertising mediums 117592 Develop and evaluate creative solutions for a variety of advertising mediums 117593 Demonstrate an understanding of the creative principles of copywriting in marketing communications 117595 Evaluate media 117596 Demonstrate an understanding of the creative principles of copywriting in marketing communications 117597 Demonstrate an understanding of the creative writing process 117598 Develop and present creative work and compile work portfolio 117590 Demonstrate an understanding of marketing communications 117590 Demonstrate an understanding of marketing communications 117591 Demonstrate an understanding of marketing communications 117591 Demonstrate an understanding of marketing communications 117592 Demonstrate an understanding of marketing communications 117593 Dewolop and present creative work and compile work portfolio 117593 Demonstrate an understanding of marketing communications 117593 Demonstrate an understanding of marketing communications 117594 Demonstrate an understanding of cultural awareness in the work port	116949		5	12	R 1 500.00
Apply knowledge and insight into the statutory cover afforded under the Compensation for Occupational Injuries and Diseases Act, 130 of 1993, as amended (COIDA) 117155 Explain the scope of the Compensation for Occupational Injuries and Diseases Act, 130 of 1993, as amended (COIDA) 117156 Interpret basic financial statements 117513 Use knowledge of self to make a life decision in the creative world 117513 Use knowledge of self to make a life decision in the creative world 117515 Write scripts for an audio visual medium 117578 Write scripts for an audio visual medium 117579 Demonstrate an understanding of an advertising agency/design company 117580 Demonstrate an understanding of an advertising agency/design company 117581 Develop campaign, media and creative strategies 117592 Develop and evaluate creative solutions for a variety of advertising mediums 117593 Develop and evaluate creative solutions for a variety of advertising mediums 117594 Develop and evaluate creative solutions for a variety of advertising mediums 117595 Evaluate media 117596 Demonstrate an understanding of the creative principles of copywriting in marketing communications 117597 Demonstrate an understanding of copy, copywriting and the copywriter 117598 Develop and present creative work and compile work portfolio 117598 Demonstrate an understanding of the creative writing process 117598 Develop and present creative work and compile work portfolio 117590 Demonstrate an understanding of marketing communications 117600 Demonstrate an understanding of copy. Copywriting and the copywriter 117600 Demonstrate an understanding of marketing communications 117600 Demonstrate an understanding of copy. Copywriter	117029	Provide care to a frail person	1	12	
Apply knowledge and insight into the statutory cover afforded under the Compensation for Occupational Injuries and Diseases Act, 130 of 1993, as amended (COIDA) 117155 Explain the scope of the Compensation for Occupational Injuries and Diseases Act 130 of 1993 (COIDA) 117156 Interpret basic financial statements	117111	Apply knowledge of basic accounting principles to financial services	3	4	R 1 500.00
the Compensation for Occupational Injuries and Diseases Act, 130 of 1993, as amended (COIDA) 177155 Explain the scope of the Compensation for Occupational Injuries and Diseases Act 130 of 1993 (COIDA) 177156 Interpret basic financial statements 128 knowledge of self to make a life decision in the creative world 4 5 R 1 500.00 177578 Write scripts for an audio visual medium 5 10 R 1 500.00 177578 Recognise and apply conceptual and lateral thinking in the developmental process 177580 Demonstrate an understanding of an advertising agency/design company 5 8 R 1 500.00 177580 Demonstrate an understanding of an advertising agency/design company 6 9 R 1 500.00 177580 Develop and evaluate creative solutions for a variety of advertising mediums 5 10 R 1 500.00 177592 Develop and evaluate creative solutions for a variety of advertising mediums 5 10 R 1 500.00 177593 Demonstrate an understanding of the creative principles of copywriting in marketing communications 5 3 R 1 500.00 177594 177595 Evaluate media 5 3 R 1 500.00 177597 Demonstrate an understanding of copy, copywriting and the copywriting in marketing communications 5 R 1 5 R 1 5 00.00 177598 Develop and present creative work and compile work portfolio 5 R 1 S 1 5 0.00 177600 Demonstrate an understanding of marketing communications 5 R 1 5 5 R 1 5 00.00 177600 Demonstrate an understanding of marketing communications 5 R 1 5 00.00 177600 Demonstrate an understanding of marketing communications 5 R 1 5 00.00 177600 Demonstrate an understanding of marketing communications 5 R 1 5 00.00 177600 Demonstrate an understanding of the creative writing process 5 S R 1 5 00.00 177600 Demonstrate an understanding of the creative writing process 5 S R 1 5 00.00 177600 Demonstrate an understanding of the creative writing process 5 S R 1 5 00.00 177600 Demonstrate an understanding of the creative writing process 5 S R 1 5 00.00 177600 Demonstrate an understanding of the creative writing process 5 S R 1 5 00.00 177600 Demonstrate an u	117132	Explain basic economics	3	3	R 1 500.00
Diseases Act 130 of 1993 (COIDA) 117156 Interpret basic financial statements 117513 Use knowledge of self to make a life decision in the creative world 117515 Write scripts for an audio visual medium 5 10 R 1 500.00 117578 Recognise and apply conceptual and lateral thinking in the developmental process 117578 Demonstrate an understanding of an advertising agency/design company 117580 Demonstrate an understanding of an advertising agency/design company 117580 Develop campaign, media and creative strategies 6 9 R 1 500.00 117592 Develop and evaluate creative solutions for a variety of advertising mediums 117593 Develop and evaluate creative solutions for a variety of advertising mediums 117593 Demonstrate an understanding of the creative principles of copywriting in marketing communications 117595 Evaluate media 117597 Demonstrate an understanding of copy, copywriting and the copywriter 117598 Develop and present creative work and compile work portfolio 117598 Develop and present creative work and compile work portfolio 117598 Develop and present creative work and compile work portfolio 117600 Demonstrate an understanding of the creative writing process 5 R 1 500.00 117601 Demonstrate an understanding of marketing communications 117602 Demonstrate an understanding of the creative writing process 5 R 1 500.00 117603 Demonstrate an understanding of the creative writing process 5 R 1 500.00 117604 Demonstrate an understanding of the creative writing process 5 R 1 500.00 117605 Demonstrate an understanding of cultural awareness in the workplace 117730 Describe the alignment of the business system to the business strategy and objectives 117731 Demonstrate an understanding of cultural awareness in the workplace 117834 Conduct exhibition telemarketing 117835 Assist and support learners to manage their learning experiences 4 S R 1 500.00 117867 Managing files in a Graphical User Interface (GUI) environment [MS Windows 7 or 10] 117870 Conduct targeted training and development using given	117149	the Compensation for Occupational Injuries and Diseases Act, 130 of	4	3	R 1 500.00
117156Interpret basic financial statements44R 1 500.00117513Use knowledge of self to make a life decision in the creative world5R 1 500.00117558Write scripts for an audio visual medium510R 1 500.00117578Recognise and apply conceptual and lateral thinking in the developmental process512R 1 500.00117581Demonstrate an understanding of an advertising agency/design company58R 1 500.00117586Demonstrate an understanding of an advertising agency/design company610R 1 500.00117599Develop campaign, media and creative strategies69R 1 500.00117591Develop and evaluate creative solutions for a variety of advertising mediums515R 1 500.00117592Demonstrate an understanding of the creative principles of copywriting in marketing communications510R 1 500.00117595Evaluate media53R 1 500.00117597Demonstrate an understanding of copy, copywriting and the copywriter512R 1 500.00117598Develop and present creative work and compile work portfolio58R 1 500.00117600Demonstrate an understanding of the creative writing process55R 1 500.00117604Demonstrate an understanding of marketing communications production5R 1 500.00117730Describe the alignment of the business system to the business strategy and objectives44R 1 500.00117731Demonstrate an	117155		4	2	R 1 500.00
117558Write scripts for an audio visual medium510R 1 500.00117578Recognise and apply conceptual and lateral thinking in the developmental process512R 1 500.00117581Demonstrate an understanding of an advertising agency/design company58R 1 500.00117586Demonstrate an understanding of an advertising agency/design company610R 1 500.00117589Develop campaign, media and creative strategies69R 1 500.00117592Develop and evaluate creative solutions for a variety of advertising mediums515R 1 500.00117593Demonstrate an understanding of the creative principles of copywriting in marketing communications510R 1 500.00117595Evaluate media53R 1 500.00117597Demonstrate an understanding of copy, copywriting and the copywriter512R 1 500.00117598Develop and present creative work and compile work portfolio58R 1 500.00117600Demonstrate an understanding of the creative writing process55R 1 500.00117604Demonstrate an understanding of marketing communications production55R 1 500.00117730Describe the alignment of the business system to the business strategy and objectives44R 1 500.00117813Demonstrate an understanding of cultural awareness in the workplace34R 1 500.00117853Conduct exhibition telemarketing42R 1 500.00117867 <td< td=""><td>117156</td><td></td><td>4</td><td>4</td><td>R 1 500.00</td></td<>	117156		4	4	R 1 500.00
Recognise and apply conceptual and lateral thinking in the developmental process 12 R 1 500.00	117513	Use knowledge of self to make a life decision in the creative world	4	5	R 1 500.00
developmental process Demonstrate an understanding of an advertising agency/design company Demonstrate an understanding of an advertising agency/design company Demonstrate an understanding of an advertising agency/design company Develop campaign, media and creative strategies Develop campaign, media and creative strategies Develop and evaluate creative solutions for a variety of advertising mediums Demonstrate an understanding of the creative principles of copywriting in marketing communications Demonstrate an understanding of copy, copywriting and the copywriter Demonstrate an understanding of copy, copywriting and the copywriter Demonstrate an understanding of the creative work portfolio 117598 Develop and present creative work and compile work portfolio Demonstrate an understanding of the creative writing process Demonstrate an understanding of marketing communications production Demonstrate an understanding of marketing communications production Describe the alignment of the business system to the business strategy and objectives Demonstrate an understanding of cultural awareness in the workplace 117731 Demonstrate an understanding of cultural awareness in the workplace 117834 Conduct exhibition telemarketing 4 2 R 1 500.00 117865 Assist and support learners to manage their learning experiences 4 5 R 1 500.00 117867 Managing files in a Graphical User Interface (GUI) environment [MS Windows 7 or 10] Conduct targeted training and development using given methodologies	117558	Write scripts for an audio visual medium	5	10	R 1 500.00
company Demonstrate an understanding of an advertising agency/design company Develop campaign, media and creative strategies Develop and evaluate creative solutions for a variety of advertising mediums Deworkstate an understanding of the creative principles of copywriting in marketing communications Evaluate media Demonstrate an understanding of copy, copywriting and the copywriter Demonstrate an understanding of copy, copywriting and the copywriter Demonstrate an understanding of the creative work portfolio Demonstrate an understanding of the creative writing process Demonstrate an understanding of the creative writing process Demonstrate an understanding of marketing communications Demonstrate an understanding of cultural awareness in the workplace 117730 Describe the alignment of the business system to the business strategy and objectives Demonstrate an understanding of cultural awareness in the workplace 117834 Conduct exhibition telemarketing A 2 R 1 500.00 117865 Assist and support learners to manage their learning experiences Managing files in a Graphical User Interface (GUI) environment [MS Windows 7 or 10] Conduct targeted training and development using given methodologies	117578		5	12	R 1 500.00
117589 Develop campaign, media and creative strategies Develop and evaluate creative solutions for a variety of advertising mediums Demonstrate an understanding of the creative principles of copywriting in marketing communications 117593 Demonstrate an understanding of copy, copywriting and the copywriter copywriter copywriter Develop and present creative work and compile work portfolio 117598 Develop and present creative work and compile work portfolio 117598 Develop and present creative work and compile work portfolio 117600 Demonstrate an understanding of the creative writing process Demonstrate an understanding of marketing communications production Describe the alignment of the business system to the business strategy and objectives Demonstrate an understanding of cultural awareness in the workplace 117731 Describe the alignment of the business in the workplace 117834 Conduct exhibition telemarketing 117853 Conduct negotiations to deal with conflict situations 117865 Assist and support learners to manage their learning experiences Managing files in a Graphical User Interface (GUI) environment [MS Windows 7 or 10] Conduct targeted training and development using given methodologies	117581		5	8	R 1 500.00
Develop and evaluate creative solutions for a variety of advertising mediums Demonstrate an understanding of the creative principles of copywriting in marketing communications Evaluate media Demonstrate an understanding of copy, copywriting and the copywriter Demonstrate an understanding of copy, copywriting and the copywriter Demonstrate an understanding of copy, copywriting and the copywriter Demonstrate an understanding of the creative work portfolio Demonstrate an understanding of the creative writing process Evaluate media Develop and present creative work and compile work portfolio Marcolop Demonstrate an understanding of the creative writing process Evaluate media R 1 500.00	117586		6	10	R 1 500.00
Develop and evaluate creative solutions for a variety of advertising mediums Demonstrate an understanding of the creative principles of copywriting in marketing communications Evaluate media Demonstrate an understanding of copy, copywriting and the copywriter Demonstrate an understanding of copy, copywriting and the copywriter Demonstrate an understanding of copy, copywriting and the copywriter Demonstrate an understanding of the creative work portfolio Demonstrate an understanding of the creative writing process Evaluate media R 1 500.00	117589		6	9	R 1 500.00
copywriting in marketing communications 117595 Evaluate media 5 3 R 1 500.00 117597 Demonstrate an understanding of copy, copywriting and the copywriter 5 12 R 1 500.00 117598 Develop and present creative work and compile work portfolio 5 8 R 1 500.00 117600 Demonstrate an understanding of the creative writing process 5 5 R 1 500.00 117604 Demonstrate an understanding of marketing communications production 117730 Describe the alignment of the business system to the business strategy and objectives 117731 Demonstrate an understanding of cultural awareness in the workplace 117834 Conduct exhibition telemarketing 117853 Conduct negotiations to deal with conflict situations 117865 Assist and support learners to manage their learning experiences 117867 Managing files in a Graphical User Interface (GUI) environment [MS Windows 7 or 10] 117870 Conduct targeted training and development using given methodologies	117592	Develop and evaluate creative solutions for a variety of advertising	5	15	R 1 500.00
117595Evaluate media53R 1 500.00117597Demonstrate an understanding of copy, copywriting and the copywriter512R 1 500.00117598Develop and present creative work and compile work portfolio58R 1 500.00117600Demonstrate an understanding of the creative writing process55R 1 500.00117604Demonstrate an understanding of marketing communications production55R 1 500.00117730Describe the alignment of the business system to the business strategy and objectives44R 1 500.00117731Demonstrate an understanding of cultural awareness in the workplace34R 1 500.00117834Conduct exhibition telemarketing42R 1 500.00117853Conduct negotiations to deal with conflict situations58R 1 500.00117865Assist and support learners to manage their learning experiences45R 1 500.00117867Managing files in a Graphical User Interface (GUI) environment [MS Windows 7 or 10]13R 1 500.00117870Conduct targeted training and development using given methodologies410R 1 500.00	117593		5	10	R 1 500.00
117597Demonstrate an understanding of copy, copywriting and the copywriter512R 1 500.00117598Develop and present creative work and compile work portfolio58R 1 500.00117600Demonstrate an understanding of the creative writing process55R 1 500.00117604Demonstrate an understanding of marketing communications production55R 1 500.00117730Describe the alignment of the business system to the business strategy and objectives44R 1 500.00117731Demonstrate an understanding of cultural awareness in the workplace34R 1 500.00117834Conduct exhibition telemarketing42R 1 500.00117853Conduct negotiations to deal with conflict situations58R 1 500.00117865Assist and support learners to manage their learning experiences45R 1 500.00117867Managing files in a Graphical User Interface (GUI) environment [MS Windows 7 or 10]13R 1 500.00117870Conduct targeted training and development using given methodologies410R 1 500.00	117595		5	3	R 1 500.00
117598Develop and present creative work and compile work portfolio58R 1 500.00117600Demonstrate an understanding of the creative writing process55R 1 500.00117604Demonstrate an understanding of marketing communications production55R 1 500.00117730Describe the alignment of the business system to the business strategy and objectives44R 1 500.00117731Demonstrate an understanding of cultural awareness in the workplace34R 1 500.00117834Conduct exhibition telemarketing42R 1 500.00117853Conduct negotiations to deal with conflict situations58R 1 500.00117865Assist and support learners to manage their learning experiences45R 1 500.00117867Managing files in a Graphical User Interface (GUI) environment [MS Windows 7 or 10]13R 1 500.00117870Conduct targeted training and development using given methodologies410R 1 500.00			5	12	
117600Demonstrate an understanding of the creative writing process55R 1 500.00117604Demonstrate an understanding of marketing communications production55R 1 500.00117730Describe the alignment of the business system to the business strategy and objectives44R 1 500.00117731Demonstrate an understanding of cultural awareness in the workplace34R 1 500.00117834Conduct exhibition telemarketing42R 1 500.00117853Conduct negotiations to deal with conflict situations58R 1 500.00117865Assist and support learners to manage their learning experiences45R 1 500.00117867Managing files in a Graphical User Interface (GUI) environment [MS Windows 7 or 10]13R 1 500.00117870Conduct targeted training and development using given methodologies410R 1 500.00	117598		5	8	R 1 500.00
117604 Demonstrate an understanding of marketing communications production 117730 Describe the alignment of the business system to the business strategy and objectives 117731 Demonstrate an understanding of cultural awareness in the workplace 117834 Conduct exhibition telemarketing 117853 Conduct negotiations to deal with conflict situations 117865 Assist and support learners to manage their learning experiences 117867 Managing files in a Graphical User Interface (GUI) environment [MS Windows 7 or 10] 117870 Conduct targeted training and development using given methodologies 117867 R 1 500.00 R 1 500.00					
117730 Describe the alignment of the business system to the business strategy and objectives 117731 Demonstrate an understanding of cultural awareness in the workplace 117834 Conduct exhibition telemarketing 117853 Conduct negotiations to deal with conflict situations 117865 Assist and support learners to manage their learning experiences 117867 Managing files in a Graphical User Interface (GUI) environment [MS Windows 7 or 10] 117870 Conduct targeted training and development using given methodologies 1 R 1 500.00		Demonstrate an understanding of marketing communications			
117731Demonstrate an understanding of cultural awareness in the workplace34R 1 500.00117834Conduct exhibition telemarketing42R 1 500.00117853Conduct negotiations to deal with conflict situations58R 1 500.00117865Assist and support learners to manage their learning experiences45R 1 500.00117867Managing files in a Graphical User Interface (GUI) environment [MS Windows 7 or 10]13R 1 500.00117870Conduct targeted training and development using given methodologies410R 1 500.00	117730	Describe the alignment of the business system to the business	4	4	R 1 500.00
117834Conduct exhibition telemarketing42R 1 500.00117853Conduct negotiations to deal with conflict situations58R 1 500.00117865Assist and support learners to manage their learning experiences45R 1 500.00117867Managing files in a Graphical User Interface (GUI) environment [MS Windows 7 or 10]13R 1 500.00117870Conduct targeted training and development using given methodologies410R 1 500.00	117731	Demonstrate an understanding of cultural awareness in the	3	4	R 1 500.00
117853Conduct negotiations to deal with conflict situations58R 1 500.00117865Assist and support learners to manage their learning experiences45R 1 500.00117867Managing files in a Graphical User Interface (GUI) environment [MS Windows 7 or 10]13R 1 500.00117870Conduct targeted training and development using given methodologies410R 1 500.00	117834		4	2	R 1 500 00
117865Assist and support learners to manage their learning experiences45R 1 500.00117867Managing files in a Graphical User Interface (GUI) environment [MS Windows 7 or 10]13R 1 500.00117870Conduct targeted training and development using given methodologies410R 1 500.00					
117867Managing files in a Graphical User Interface (GUI) environment [MS Windows 7 or 10]13R 1 500.00117870Conduct targeted training and development using given methodologies410R 1 500.00					
117870 Conduct targeted training and development using given methodologies 4 10 R 1 500.00		Managing files in a Graphical User Interface (GUI) environment			
metriodologies		Conduct targeted training and development using given	4	10	R 1 500.00
117871 Facilitate learning using a variety of given methodologies 5 10 R 1 500.00	117871	Facilitate learning using a variety of given methodologies	5	10	



SAQA ID	Unit Standard Title	NQF	Credits	Price
117874	Guide learners about their learning, assessment and recognition opportunities	5	6	R 1 500.00
117877	Perform one-to-one training on the job	3	4	R 1 500.00
117887	Complete basic business calculations	2	5	R 1 500.00
117891	Dispatch stock from a distribution centre (DC/Warehouse)	3	12	R 1 500.00
117892	Maintain a safe and secure environment in a distribution centre	2	12	R 1 500.00
	Maintain stock balances in a Distribution Centre			
117897	[DC stock management computer system]	3	8	R 1 500.00
117898	Move, pack and maintain stock in a distribution centre / warehouse	2	12	R 1 500.00
117899	Pick stock in a distribution centre/warehouse	2	12	R 1 500.00
117900	Plan self-development	2	10	R 1 500.00
117901	Receive stock in a DC/Warehouse	3	15	R 1 500.00
117902	Use generic functions in a Graphical User Interface (GUI)- environment [MS Windows 10]	1	4	R 1 500.00
117923	Use a Graphical User Interface (GUI)-based presentation application to prepare and produce a presentation according to a given brief [MS PowerPoint 2013]	2	5	R 1 500.00
117924	Use a Graphical User Interface (GUI)-based word processor to format documents [MS Word 2013]	2	5	R 1 500.00
117925	Describe the concepts of Information and Communication Technology (ICT) and the use of its components in a healthy and safe manner	2	3	R 1 500.00
117926	Identify and explain ICT risks and recommend security solutions	5	5	R 1 500.00
117927	Use a Graphical User Interface (GUI)-based database application to solve a given problem [MS Access 2013]	4	6	R 1 500.00
117928	Describe the application and effect of Information and Communication Technologies (ICT) on society	4	5	R 1 500.00
118028	Supervise customer service standards	4	8	R 1 500.00
118029	Supervise housekeeping and hygiene in a store	4	6	R 1 500.00
118030	Supervise P.O.S. Operations (Point of Sale)	4	8	R 1 500.00
118033	Supervise promotional activities	4	8	R 1 500.00
118037	Supervise sales performance	4	8	R 1 500.00
118043	Supervise stock counts	4	8	R 1 500.00
118045	Supervise implementation of loss control measures	4	8	R 1 500.00
119078	Use a GUI-based word processor to enhance a document through the use of tables and columns [MS Word 2013]	3	5	R 1 500.00
119153	Apply and implement corporate culture	3	2	R 1 500.00
119173	Develop and maintain effective working relationship with clients	5	8	R 1 500.00
119173	Select learning support materials and assistive technology for	4	12	R 1 500.00
119342	inclusive settings Apply knowledge of ethical principles, standards and professional	5	8	R 1 500.00
119362	conduct in public sector management and administration Work with numbers; operations with numbers and relationships	1	4	R 1 500.00
119368	Describe, interpret and represent mathematical patterns, functions	1	6	R 1 500.00
119373	and algebra in different contexts Describe and represent objects in terms of shape, space and	1	5	R 1 500.00
	Measurement Maintain and adapt aral/aigned communication			
119454	Maintain and adapt oral/signed communication	2	5	R 1 500.00
119456	Write/present for a defined context	2	5	R 1 500.00
119457	Interpret and use information from texts [1st language]	3	5	R 1 500.00
119457	Interpret and use information from texts [2 nd language]	3	5	R 1 500.00
119457	Interpret and use information from texts [Afrikaans as 2 nd language]	3	5	R 1 500.00
119458	Analyse and respond to a variety of literary texts [1st language]	3	5	R 1 500.00
119459 119460	Write/present/sign for a wide range of contexts Use language and communication in occupational learning	2	5 5	R 1 500.00
119462	programmes Engage in sustained oral/signed communication and evaluate	4	5	R 1 500.00
119463	spoken/signed texts Access and use information from texts	2	5	R 1 500.00
	Write/present/sign texts for a range of communicative contexts			
119465	[1st language]	3	5	R 1 500.00



SAQA ID	Unit Standard Title	NQF	Credits	Price
119465	Write/present/sign texts for a range of communicative contexts [2nd language]	3	5	R 1 500.00
119465	Write/present/sign texts for a range of communicative contexts [Afrikaans as 2 nd language]	3	5	R 1 500.00
119466	Interpret a variety of literary texts [1st language]	3	5	R 1 500.00
119467	Use language and communication in occupational learning programmes [1st language]	3	5	R 1 500.00
119467	Use language and communication in occupational learning programmes [2 nd language]	3	5	R 1 500.00
119467	Use language and communication in occupational learning programmes [Afrikaans as 2 nd language]	3	5	R 1 500.00
119469	Read/view, analyse and respond to a variety of texts	4	5	R 1 500.00
119471	Use language and communication in occupational learning programmes	4	5	R 1 500.00
119472	Accommodate audience and context needs in oral/signed communication [1st language]	3	5	R 1 500.00
119472	Accommodate audience and context needs in oral/signed communication [2 nd language]	3	5	R 1 500.00
119472	Accommodate audience and context needs in oral/signed communication [Afrikaans as 2 nd language]	3	5	R 1 500.00
119554	Apply environmental management tools to assess impacts	2	5	R 1 500.00
119565	Assist with Palliative Care	1	6	R 1 500.00
119567	Perform basic life support and first aid procedures	1	5	R 1 500.00
119631	Explore and use a variety of strategies to learn	1	5	R 1 500.00
119635	Engage in a range of speaking/signing and listening interactions for a variety of purposes	1	6	R 1 500.00
119636	Write/Sign for a variety of different purposes	1	6	R 1 500.00
119640	Read/view and respond to a range of text types	1	6	R 1 500.00
119666	Determine financial requirements of a new venture	2	8	R 1 500.00
119667	Identify the composition of a selected new venture's industry / sector and its procurement systems	2	8	R 1 500.00
119668	Manage business operations	2	8	R 1 500.00
119669	Match new venture opportunity to market needs	2	6	R 1 500.00
119670	Produce a business plan for a new venture	2	8	R 1 500.00
119671	Administer contracts for a selected new venture	3	10	R 1 500.00
119672	Manage marketing and selling processes of a new venture	2	7	R 1 500.00
119673	Identify and demonstrate entrepreneurial ideas and opportunities	2	7	R 1 500.00
119674	Manage finances for a new venture	2	10	R 1 500.00
119676	Apply the skills of customer care in a specific work environment	4	4	R 1 500.00
119712	Tender for business or work in a selected new venture	3	8	R 1 500.00
119713	Apply basic HR principles in a new venture	3	4	R 1 500.00
119912	Investigate credit in own circumstances	2	3	R 1 500.00
119939	Conduct negotiations in labour mediation	5	6	R 1 500.00
119964	Understand and apply a problem-solving technique	2	2	R 1 500.00
120300	Analyse leadership and related theories in a work context	5	8	R 1 500.00
120304	Analyse, interpret and communicate information	5	9	R 1 500.00
120305	Analyse the role that emotional intelligence plays in leadership	5	8	R 1 500.00
120308	Apply knowledge of self in order to make a personal decision	2	3	R 1 500.00
120311	Apply visionary leadership to develop strategy	5	10	R 1 500.00
120329	Respond to, implement and manage emergencies according to an emergency action plan in a workplace	3	2	R 1 500.00
120330	Conduct a continuous risk assessment in a workplace	3	4	R 1 500.00
120337	Demonstrate knowledge pertaining to the preparation, conducting, recording and follow-up actions of a planned task observation in a working place	3	2	R 1 500.00
120362	Monitor, report and make recommendations pertaining to specified requirements in terms of working at heights	3	4	R 1 500.00
120372	Explain fundamentals of project management	4	5	R 1 500.00
120373	Contribute to project initiation, scope definition and scope change control	4	9	R 1 500.00
120374	Contribute to the management of project risk within own field of expertise	4	5	R 1 500.00



Participate in the estimation and preparation of cost budget for a project or sub project and monitor and control actual cost against 4 6 R 1 500. 120376 Conduct project documentation management to support project 4 6 R 1 500. 120378 Support the project environment and activities to deliver project 5 14 R 1 500. 120379 Work as a project team member 4 8 R 1 500. 120379 Work as a project team member 4 8 R 1 500. 120381 Injury environment and activities to deliver project 6 R 1 R 1 500. 120382 Plan. organise and support project meetings and workshops 4 4 R 1 500. 120383 Provide assistance in implementing and assuring project work meets 3 6 R 1 500. 120384 Develop a simple schedule to facilitate effective project execution 4 8 R 1 500. 120385 Apply a range of project management tools and techniques 4 R 1 500. 120386 Supervise a project team of a small project schedules 4 R 1 R 1 500. 120387 Monitor, evaluate and communicate simple project schedules 4 R 1 R 1 500. 120389 Explain and apply the concept, principles and theories of motivation in leadership context 1 R 1 R 1 S 1 R 1 S 1 R 1 S 1 R 1 S 1 R 1 S 1 S	SAQA	Unit Standard Title	NQF	Credits	Price
120375 project or sub project and monitor and control actual cost against 4 6 R 1 500.	ID			J. Junio	. 1.00
120376 processes 4 6 R 1 500. 120377 Work as a project team member 120379 Work as a project deam member 120381 Implement project administration processes according to 120382 Plan, organise and support project meetings and workshops 4 4 R 1 500. 120382 Plan, organise and support project meetings and workshops 4 4 R 1 500. 120383 Provide assistance in implementing and assuring project work meets 3 6 R 1 500. 120383 Provide assistance in implementing and assuring project work meets 3 6 R 1 500. 120384 Develop a simple schedule to facilitate effective project execution 4 8 R 1 500. 120385 Monitor, evaluate and communicate simple project schedules 4 7 R 1 500. 120386 Supervise a project team of a small project to deliver project 5 14 R 1 500. 120389 Explain and apply the concept, principles and theories of motivation in a leadership context 6 R 1 500. 120390 Develop and apply a service culture to a leadership role 4 8 R 1 500. 120391 Apply leadership skills to relationship management 4 8 R 1 500. 120391 Apply the concept and principles of knowledge management 4 8 R 1 500. 120393 Apply the concept and principles of knowledge management 6 R 1 8 R 1 500. 120394 Apply communication principles, strategies and processes in a leadership role 120394 Papply communication principles, strategies and processes in a leadership role 120394 Papply communication principles, strategies and processes in a leadership role 120394 Papply communication principles, strategies and processes in a leadership role 120394 Papply communication principles, strategies and processes in a leadership role 120394 Papply communication principles, strategies and processes in a leadership role 120394 Papply communication principles, strategies and processes in a leadership role 120394 Papply communication principles, strategies and processes in a leadership role 120394 Pa	120375	project or sub project and monitor and control actual cost against budget	4	6	R 1 500.00
20379 Work as a project team member	120376	processes	4	6	R 1 500.00
Implement project administration processes according to quiete ments quietements Plan, organise and support project meetings and workshops 4		objectives	5	14	R 1 500.00
120382 Plan, organise and support project meetings and workshops	120379		4	8	R 1 500.00
Provide assistance in implementing and assuring project work meets quality requirements 3 6 R 1 500.	120381		4	5	R 1 500.00
Jacobs quality requirements Jacobs quality requirements Jacobs Quality requirements Jacobs Apply a range of project management tools and techniques Apply a range of project management tools and techniques Apply a range of project management tools and techniques Apply a range of project management tools and techniques Apply a range of project team of a small project schedules Apply a range of project team of a small project schedules Apply and apply the concept, principles and theories of motivation In a leadership context In a leadership context In a leadership context In a leadership context In a leadership skills to relationship management Apply leadership skills to relationship management Apply the concept and principles of knowledge management to In a specific sector or context Apply communication principles, strategies and processes in a In a leadership role In a leadership role In a leadership role In a specific sector or context Apply communication principles, strategies and processes in a In a leadership role In a	120382		4	4	R 1 500.00
120385 Apply a range of project management tools and techniques 4 7 R 1 500. 120387 Monitor, evaluate and communicate simple project schedules 4 4 R 1 500. 120387 Monitor, evaluate and communicate simple project schedules 5 14 R 1 500. 120388 Supervise a project team of a small project to deliver project objectives 5 14 R 1 500. 120389 Explain and apply the concept, principles and theories of motivation in a leadership context 120390 Develop and apply a service culture to a leadership role 4 8 R 1 500. 120391 Apply leadership skills to relationship management 4 8 R 1 500. 120391 Apply the concept and principles of knowledge management 5 4 8 R 1 500. 120392 Apply the concept and principles of knowledge management 6 leadership in a specific sector or context 7 Stallain and apply legislation and policies applicable to leadership in a specific sector or context 7 Stallain and apply legislation and policies applicable to leadership in a specific sector or context 9 Stallain and apply legislation and policies applicable to leadership in a specific sector or context 9 Stallain and apply legislation and policies applicable to leadership in a specific sector or context 9 Stallain and apply legislation and policies applicable to leadership in a specific sector or context 9 Stallain and apply legislation and policies applicable to leadership in a specific sector or context 9 Stallain and apply legislation and policies applicable to leadership in a specific sector or context 9 Stallain and performacy emergency carefilirst aid in the workplace 2 5 R 1 500. 120394 Provide risk-based primary emergency carefilirst aid in the workplace 2 5 R 1 500. 123397 Develop outcomes-based learning programmes 5 10 R 1 500. 123394 Develop outcomes-based learning programmes 5 10 R 1 500. 123394 Develop outcomes-based learning programmes 5 10 R 1 500. 123394 Develop outcomes-based learning programmes 5 10 R 1 500. 123394 Develop outcomes-based learning intervention using given evaluation instruments 5 10 R 1 500. 123994 Programma 1 Stallain P	120383		3	6	R 1 500.00
120387 Monitor, evaluate and communicate simple project schedules Supervise a project team of a small project to deliver project 5 14 R 1 500. 120388 Explain and apply the concept, principles and theories of motivation in a leadership context 120390 Develop and apply a service culture to a leadership role 4 8 R 1 500. 120391 Apply leadership skills to relationship management Apply leadership skills to relationship management Apply leadership skills to relationship management Apply the concept and principles of knowledge management to leadership 120392 Explain and apply legislation and policies applicable to leadership in a specific sector or context 120393 Explain and apply legislation and policies applicable to leadership in a specific sector or context 120394 Apply communication principles, strategies and processes in a leadership role 120496 Provide risk-based primary emergency care/first aid in the workplace 120496 Provide risk-based primary emergency care/first aid in the workplace 120397 Use appropriate tools and information systems to manage own information and communication 1203391 Develop outcomes-based learning programmes 120392 Evaluate a learning intervention using given evaluation instruments 120393 Evaluate a learning intervention using given evaluation instruments 120393 Evaluate a learning intervention using given evaluation instruments 1203994 Assess a worksite for work at height and prepare a fall protection plan 1203995 Install, use and perform basic rescues from fall arrest systems and implement the fall protection plan 2203998 Explain and perform fall arrest techniques when working at height 1 2 R 1 500. 230448 Contribute towards organisation policy development 5 8 R 1 500. 230449 Describe and apply conceptual processes in a marketing communication context 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 Demonstrate knowledge sand application	120384	Develop a simple schedule to facilitate effective project execution	4	8	R 1 500.00
120388 Supervise a project team of a small project to deliver project objectives objectives objectives supplied to the project objectives objectives objectives of project objectives objectives of project objectives objectives objectives objectives of project objectives objectives objectives objective objectives objectives objective objectives objective objectives objectives objectives objective objectives objective objectives objectives objective objectives objectives objective objectives objectives objective objectives objectives objective objectives objectives objective objectives obje	120385	Apply a range of project management tools and techniques	4	7	R 1 500.00
120388 Develop and apply a service culture to a leadership role 4 8 R 1 500.	120387	Monitor, evaluate and communicate simple project schedules	4	4	R 1 500.00
120390 Develop and apply a service culture to a leadership role 4 8 R 1 500. 120391 Apply leadership skills to relationship management 4 8 R 1 500. 120392 Apply the concept and principles of knowledge management 0 leadership 120393 Explain and apply legislation and policies applicable to leadership in a specific sector or context 1 specific sector or specific sector or context 1 specific sector or specific sector or context 1 specific sector or specific specific sector or specific specific specific	120388		5	14	R 1 500.00
120390 Develop and apply a service culture to a leadership role 4 8 R 1 500. 120391 Apply leadership skills to relationship management 4 8 R 1 500. 120392 Apply the concept and principles of knowledge management to leadership	120389	Explain and apply the concept, principles and theories of motivation	4	6	R 1 500.00
Apply the concept and principles of knowledge management to leadership leadership Explain and apply legislation and policies applicable to leadership in a specific sector or context Apply communication principles, strategies and processes in a leadership role Apply communication principles, strategies and processes in a leadership role Apply communication principles, strategies and processes in a leadership role Apply communication principles, strategies and processes in a leadership role Apply communication	120390		4	8	R 1 500.00
Apply the concept and principles of knowledge management to leadership leadership Explain and apply legislation and policies applicable to leadership in a specific sector or context Apply communication principles, strategies and processes in a leadership role Apply communication principles, strategies and processes in a leadership role Apply communication principles, strategies and processes in a leadership role Apply communication principles, strategies and processes in a leadership role Apply communication	120391			8	R 1 500.00
120394 Apply communication principles, strategies and processes in a leadership role 120496 Provide risk-based primary emergency care/first aid in the workplace 2 5 R1 500. 123372 Use appropriate tools and information systems to manage own information and communication information and communication and communication of the Cocupational Health and Safety Act, 85 of 1993 (OHSA) (as amended) and the responsibilities of management in terms of the Act 123096 Define and perporation of the Act 123097 Evaluate a learning intervention using given evaluation instruments 5 10 R1 500. 123397 Evaluate a learning intervention using given evaluation instruments 5 10 R1 500. 123399 Evaluate a learning intervention using given evaluation instruments 5 10 R1 500. 1239994 Assess a worksite for work at height and prepare a fall protection plan 1 R1 500. 1229995 Install, use and perform basic rescues from fall arrest systems and implement the fall protection plan 2 3 R1 500. 1230000 Perform a limited range of rope access tasks and rescues 2 6 R1 500. 1230448 Contribute towards organisation policy development 5 8 R1 500. 1230469 Describe and apply conceptual processes in a marketing 5 8 R1 500. 1230471 Define and explain the nature, role and history of marketing 5 8 R1 500. 1230472 Develop and implement the marketing and advertising creative process 1 Demonstrate knowledge and application of ethical conduct in a 1 Demonstrate knowledge and application of the Occupational Health 1 Demonstrate knowledge and application of the Act 1 Demonstrate knowledge and understanding of operating regulations 5 8 R1 500. 1242665 Demonstrate knowledge and understanding of operating regulations 5 8 R1 500. 1242810 Manage expenditure against a budget 4 6 R1 500. 1242811 Prioritise time and work for self and team 4 5 R1 500. 1242812 Induct a member into a team 3 4 R1 500. 1242813 Explain the contribution made by own area of responsibility to the 4 5 R1 500. 1242813 Explain the contribution made by own area of responsibility to the 4 5 R1 500.	120392	Apply the concept and principles of knowledge management to	4	8	R 1 500.00
leadership role 4	120393	a specific sector or context	5	10	R 1 500.00
Use appropriate tools and information systems to manage own information and communication Develop outcomes-based learning programmes Define target audience profiles and skills gaps Evaluate a learning intervention using given evaluation instruments Install, use and perform basic rescues from fall arrest systems and implement the fall protection plan Perform a limited range of rope access tasks and rescues Contribute towards organisation policy development Define and explain the nature, role and history of marketing communication Develop and implement the marketing and advertising creative process 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 Demonstrate knowledge and understanding of operating regulations for high voltage systems Explain the contribute towards organisation policy development 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 Demonstrate knowledge and understanding of operating regulations for high voltage systems Explain the contribution made by own area of responsibility to the overall organisational strategy Proversal of the Act of the Act overall not the contribution made by own area of responsibility to the overall organisational strategy		leadership role	4	6	R 1 500.00
information and communication 123394 Develop outcomes-based learning programmes 5 10 R 1 500. R123396 Define target audience profiles and skills gaps Evaluate a learning intervention using given evaluation instruments 5 10 R 1 500. R1 500. R29994 Assess a worksite for work at height and prepare a fall protection plan Install, use and perform basic rescues from fall arrest systems and implement the fall protection plan 229995 Install, use and perform basic rescues from fall arrest systems and implement the fall protection plan 229998 Explain and perform fall arrest techniques when working at height 2 R 1 500. 230000 Perform a limited range of rope access tasks and rescues 2 G R 1 500. 230448 Contribute towards organisation policy development 5 B R 1 500. 230469 Describe and apply conceptual processes in a marketing communication context 230471 Define and explain the nature, role and history of marketing communication 230472 Develop and implement the marketing and advertising creative process 242655 Demonstrate knowledge and application of ethical conduct in a business environment 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 242766 Demonstrate knowledge and understanding of operating regulations for high voltage systems 242810 Manage expenditure against a budget 242811 Prioritise time and work for self and team 3 A R 1 500. R 1 500.	120496		2	5	R 1 500.00
123396Define target audience profiles and skills gaps46R 1 500.123397Evaluate a learning intervention using given evaluation instruments510R 1 500.229994Assess a worksite for work at height and prepare a fall protection plan43R 1 500.229995Install, use and perform basic rescues from fall arrest systems and implement the fall protection plan23R 1 500.229998Explain and perform fall arrest techniques when working at height12R 1 500.230000Perform a limited range of rope access tasks and rescues26R 1 500.230448Contribute towards organisation policy development58R 1 500.230469Describe and apply conceptual processes in a marketing communication context58R 1 500.230471Define and explain the nature, role and history of marketing communication58R 1 500.230472Develop and implement the marketing and advertising creative process610R 1 500.242655Demonstrate knowledge and application of ethical conduct in a business environment44R 1 500.242668Demonstrate 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 Act44R 1 500.242766Demonstrate knowledge and understanding of operating regulations for high voltage systems58R 1 500.242810Manage expenditure against a budget46R 1 500.	123372	information and communication	4	4	R 1 500.00
Evaluate a learning intervention using given evaluation instruments 5 10 R 1 500.	123394		5	10	R 1 500.00
Assess a worksite for work at height and prepare a fall protection plan 229995 Install, use and perform basic rescues from fall arrest systems and implement the fall protection plan 229998 Explain and perform fall arrest techniques when working at height 230000 Perform a limited range of rope access tasks and rescues 2 6 R 1 500. 230448 Contribute towards organisation policy development 5 8 R 1 500. 230469 Describe and apply conceptual processes in a marketing communication context Define and explain the nature, role and history of marketing communication 230471 Define and explain the marketing and advertising creative process Dewolop and implement the marketing and advertising creative process 242655 Demonstrate knowledge and application of ethical conduct in a business environment 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 242766 Demonstrate knowledge and understanding of operating regulations for high voltage systems 242810 Manage expenditure against a budget Explain the contribution made by own area of responsibility to the overall organisational strategy Assessed and protection and all arrest systems and a fall protection plan are systems and and safety Act, 85 of 1993 (OHSA) (as a mended) and the for high voltage systems 4 R 1 500. R 1 500.	123396		4	6	R 1 500.00
plan 229995 Install, use and perform basic rescues from fall arrest systems and implement the fall protection plan 229998 Explain and perform fall arrest techniques when working at height 1 2 R 1 500. 230000 Perform a limited range of rope access tasks and rescues 2 6 R 1 500. 230448 Contribute towards organisation policy development 5 8 R 1 500. 230469 Describe and apply conceptual processes in a marketing communication context 5 8 R 1 500. 230471 Define and explain the nature, role and history of marketing communication 5 8 R 1 500. 230472 Develop and implement the marketing and advertising creative process 6 10 R 1 500. 242655 Demonstrate knowledge and application of ethical conduct in a business environment 0 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 242766 Demonstrate knowledge and understanding of operating regulations for high voltage systems 5 8 R 1 500. 242810 Manage expenditure against a budget 4 6 R 1 500. 242811 Prioritise time and work for self and team 4 5 R 1 500. 242813 Explain the contribution made by own area of responsibility to the overall organisational strategy 4 5 R 1 500.	123397		5	10	R 1 500.00
implement the fall protection plan Explain and perform fall arrest techniques when working at height Explain and perform fall arrest techniques when working at height Explain and perform fall arrest techniques when working at height Explain and perform fall arrest techniques when working at height Explain and perform fall arrest techniques when working at height Explain and perform fall arrest techniques when working at height Explain and perform fall arrest techniques when working at height Explain and perform fall arrest techniques when working at height Explain and perform fall arrest techniques when working at height Explain and perform fall arrest techniques when working at height Explain and perform fall arrest techniques when working at height Explain and perform fall arrest techniques when working at height Explain and perform fall arrest techniques when working at height Explain and perform fall arrest techniques when working at height Explain the contribution plan Explain the contribution made by own area of responsibility to the overall organisational strategy Explain the contribution made by own area of responsibility to the overall organisational strategy	229994	plan	4	3	R 1 500.00
230000Perform a limited range of rope access tasks and rescues26R 1 500.230448Contribute towards organisation policy development58R 1 500.230469Describe and apply conceptual processes in a marketing communication context58R 1 500.230471Define and explain the nature, role and history of marketing communication58R 1 500.230472Develop and implement the marketing and advertising creative process610R 1 500.242655Demonstrate knowledge and application of ethical conduct in a business environment44R 1 500.242668Demonstrate 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 Act44R 1 500.242766Demonstrate knowledge and understanding of operating regulations for high voltage systems58R 1 500.242810Manage expenditure against a budget46R 1 500.242811Prioritise time and work for self and team45R 1 500.242812Induct a member into a team34R 1 500.242813Explain the contribution made by own area of responsibility to the overall organisational strategy45R 1 500.		implement the fall protection plan	2	3	R 1 500.00
230448 Contribute towards organisation policy development 230469 Describe and apply conceptual processes in a marketing communication context 230471 Define and explain the nature, role and history of marketing communication 230472 Develop and implement the marketing and advertising creative process 242655 Demonstrate knowledge and application of ethical conduct in a business environment 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 242766 Demonstrate knowledge and understanding of operating regulations for high voltage systems 242810 Manage expenditure against a budget 242811 Prioritise time and work for self and team 242813 Explain the contribution made by own area of responsibility to the overall organisational strategy			1	2	R 1 500.00
Describe and apply conceptual processes in a marketing communication context 230471 Define and explain the nature, role and history of marketing communication Develop and implement the marketing and advertising creative process Demonstrate knowledge and application of ethical conduct in a business environment 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 Demonstrate knowledge and understanding of operating regulations for high voltage systems Demonstrate knowledge and understanding of operating regulations for high voltage systems Manage expenditure against a budget Prioritise time and work for self and team And Safety Act, 85 of 1993 (OHSA) (as amended) and the responsibilities of management in terms of the Act Demonstrate knowledge and understanding of operating regulations for high voltage systems And Safety Act, 85 of 1993 (OHSA) (as amended) and the responsibilities of management in terms of the Act Demonstrate knowledge and understanding of operating regulations for high voltage systems And Safety Act, 85 of 1993 (OHSA) (as amended) and the responsibilities of management in terms of the Act Demonstrate knowledge and understanding of operating regulations for high voltage systems And Safety Act, 85 of 1993 (OHSA) (as amended) and the responsibilities of management in terms of the Act And Safety Act, 85 of 1993 (OHSA) (as amended) and the responsibilities of management in terms of the Act And Safety Act, 85 of 1993 (OHSA) (as amended) and the responsibilities of management in terms of the Act And Safety Act, 85 of 1993 (OHSA) (as amended) and the responsibilities of management in terms of the Act And Safety Act, 85 of 1993 (OHSA) (as amended) and the responsibilities of management in terms of the Act And Safety Act, 85 of 1993 (OHSA) (as amended) and the responsibilities of management in terms of the Act And Safety Act, 85 of 1990 (OHSA) (as amended) and the respo					R 1 500.00
communication context 230471 Define and explain the nature, role and history of marketing communication 230472 Develop and implement the marketing and advertising creative process 242655 Demonstrate knowledge and application of ethical conduct in a business environment 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 242766 Demonstrate knowledge and understanding of operating regulations for high voltage systems 242810 Manage expenditure against a budget 242811 Prioritise time and work for self and team 242812 Induct a member into a team Explain the contribution made by own area of responsibility to the overall organisational strategy	230448		5	8	R 1 500.00
communication Develop and implement the marketing and advertising creative process Demonstrate knowledge and application of ethical conduct in a business environment 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 Demonstrate knowledge and understanding of operating regulations for high voltage systems Manage expenditure against a budget Prioritise time and work for self and team Explain the contribution made by own area of responsibility to the overall organisational strategy State	230469	communication context	5	8	R 1 500.00
process Demonstrate knowledge and application of ethical conduct in a business environment 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 Demonstrate knowledge and understanding of operating regulations for high voltage systems Demonstrate knowledge and understanding of operating regulations for high voltage systems Manage expenditure against a budget Prioritise time and work for self and team Induct a member into a team Explain the contribution made by own area of responsibility to the overall organisational strategy	230471	communication	5	8	R 1 500.00
business environment 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 Demonstrate knowledge and understanding of operating regulations for high voltage systems Manage expenditure against a budget 4 6 R 1 500. R 1 500. Prioritise time and work for self and team Induct a member into a team Explain the contribution made by own area of responsibility to the overall organisational strategy	230472	process	6	10	R 1 500.00
242668and Safety Act, 85 of 1993 (OHSA) (as amended) and the responsibilities of management in terms of the Act44R 1 500.242766Demonstrate knowledge and understanding of operating regulations for high voltage systems58R 1 500.242810Manage expenditure against a budget46R 1 500.242811Prioritise time and work for self and team45R 1 500.242812Induct a member into a team34R 1 500.242813Explain the contribution made by own area of responsibility to the overall organisational strategy45R 1 500.	242655	business environment	4	4	R 1 500.00
for high voltage systems 242810 Manage expenditure against a budget 4 6 R 1 500. 242811 Prioritise time and work for self and team 4 5 R 1 500. 242812 Induct a member into a team 3 4 R 1 500. 242813 Explain the contribution made by own area of responsibility to the overall organisational strategy	242668	and Safety Act, 85 of 1993 (OHSA) (as amended) and the responsibilities of management in terms of the Act	4	4	R 1 500.00
242811Prioritise time and work for self and team45R 1 500.242812Induct a member into a team34R 1 500.242813Explain the contribution made by own area of responsibility to the overall organisational strategy45R 1 500.	242766		5	8	R 1 500.00
242812Induct a member into a team34R 1 500.242813Explain the contribution made by own area of responsibility to the overall organisational strategy45R 1 500.	242810	Manage expenditure against a budget	4	6	R 1 500.00
Explain the contribution made by own area of responsibility to the overall organisational strategy 4 5 R 1 500.	242811	Prioritise time and work for self and team	4	5	R 1 500.00
overall organisational strategy 4 5 R 1 500.	242812		3	4	R 1 500.00
	242813		4	5	R 1 500.00
242814 Identify and explain the core and support functions of an organisation 3 6 R 1 500.	242814	Identify and explain the core and support functions of an organisation	3	6	R 1 500.00
			4	5	R 1 500.00
	242816		4	5	R 1 500.00
242817 Solve problems, make decisions and implement solutions 4 8 R 1 500.	242817	Solve problems, make decisions and implement solutions	4	8	R 1 500.00
242818 Describe the relationship of junior management to other roles 4 5 R 1 500.	242818	Describe the relationship of junior management to other roles	4	5	R 1 500.00



SAQA ID	Unit Standard Title	NQF	Credits	Price
242819	Motivate and build a team	4	10	R 1 500.00
242820	Maintain records for a team	3	4	R 1 500.00
242821	Identify responsibilities of a team leader in ensuring that organisational standards are met	4	6	R 1 500.00
242822	Employ a systematic approach to achieving objectives	4	10	R 1 500.00
242824	Apply leadership concepts in a work context	4	12	R 1 500.00
242829	Monitor the of service to a range of customers	4	5	R 1 500.00
242840	Make oral presentations	4	2	R 1 500.00
242867	Advise, capacitate and contract service providers	5	8	R 1 500.00
242999	Respond to and clean up a spill	4	4	R 1 500.00
243189	Manage personal finances	1	8	R 1 500.00
243193	Practise good health and grooming habits	1	4	R 1 500.00
243204	Understand basic cleaning principles	1	15	R 1 500.00
243672	Maintain the stockroom	3	10	R 1 500.00
243673	Identify the role of the fast-moving consumer goods merchandiser in the wholesale and retail industry	2	8	R 1 500.00
243676	Source and collect products for resale	2	12	R 1 500.00
243679	Recommend orders for clients in a fast-moving consumer goods environment	3	8	R 1 500.00
243680	Take orders from customers	3	12	R 1 500.00
243681	Uplift stock for return	3	5	R 1 500.00
243712	Address customer queries in a wholesale environment	3	10	R 1 500.00
243804	Replenish stock in a retail business	3	12	R 1 500.00
243805	Merchandise products in a retail business	3	12	R 1 500.00
243806	Deal with customers in a retail business	3	8	R 1 500.00
243807	Maintain a safe and secure environment in a retail business	3	8 12	R 1 500.00
243809 243810	Run a small business Control cash in a small business	3	12	R 1 500.00 R 1 500.00
243811	Determine the work required to accomplish the objectives and	5	7	R 1 500.00
243813	organise the scope of a simple to moderately complex project Develop a project cost management plan for a simple to moderately	5	12	R 1 500.00
	Complex project			
243815 243820	Manage stakeholder relations on a project Develop an optimised work and resource schedule for a simple to	5 5	12 12	R 1 500.00
243954	Understand the need for cultural awareness in dealing with	4	4	R 1 500.00
244063	Customers and colleagues Maintain basis sefety, health and anyiranmental issues	1	6	R 1 500.00
244283	Maintain basic safety, health and environmental issues Facilitate the development, implementation and maintenance of a Safety, Health and Environment management system - General	5	10	R 1 500.00
244203	Business environment Facilitate the development, implementation and maintenance of a	J	10	1000.00
244283	Safety, Health and Environment management system - Mining environment	5	10	R 1 500.00
244365	Lift and move material and equipment by means of a forklift	2	3	R 1 500.00
244383	Conduct continuous hazard identification and risk assessment within a workplace – General Business environment	2	2	R 1 500.00
244383	Conduct continuous hazard identification and risk assessment within a workplace - <i>Mining environment</i>	2	2	R 1 500.00
244449	Plan, organise, lead and control activities [general management]	3	10	R 1 500.00
244478	Manage an Early Childhood Development service	5	5	R 1 500.00
244560	Present advertising ideas	5	7	R 1 500.00
244572 244574	Describe how to manage workplace relationships Apply knowledge of HIV/AIDS to a specific business sector and a	3	3	R 1 500.00
	workplace			
244580	Develop advertising activity specifications	5	15	R 1 500.00
244586	Contract suppliers for advertising assignments Identify causes of stress and techniques to manage it in the	5	15	R 1 500.00
244589	workplace	3	2	R 1 500.00
244608	Demonstrate ability to lead a team or group	2	3	R 1 500.00
244611	Apply problem-solving techniques to make a decision or solve a problem in a real life context	3	2	R 1 500.00



SAQA ID	Unit Standard Title	NQF	Credits	Price
244612	Write advertising copy	5	15	R 1 500.00
244613	Select information for advertising assignments	5	10	R 1 500.00
244616	Recommend resources for advertising assignments	5	15	R 1 500.00
246758	Demonstrate and apply understanding of the main issues of responsible tourism	4	5	R 1 500.00
251960	Identify and describe disaster related risks and threatening situations utilising disaster management concepts and indigenous knowledge	3	6	R 1 500.00
252020	Create and manage an environment that promotes innovation	5	6	R 1 500.00
252021	Formulate recommendations for a change process	5	8	R 1 500.00
252022	Develop, implement and evaluate a project plan	5	8	R 1 500.00
252024	Evaluate current practices against best practice	5	4	R 1 500.00
252025	Monitor, assess and manage risk	5	8	R 1 500.00
252026	Apply a systems approach to decision making	5	6	R 1 500.00
252027	Devise and apply strategies to establish and maintain workplace relationships	5	6	R 1 500.00
252029	Lead people development and talent management	5	8	R 1 500.00
252031	Apply the principles and concepts of emotional intelligence to the management of self and others	5	4	R 1 500.00
252032	Develop, implement and evaluate an operational plan	5	8	R 1 500.00
252034	Monitor and evaluate team members against performance standards	5	8	R 1 500.00
252035	Select and coach first line managers	5	8	R 1 500.00
252036	Apply mathematical analysis to economic and financial information	5	6	R 1 500.00
252037	Build teams to achieve goals and objectives	5	6	R 1 500.00
252040	Manage the finances of a unit	5	8	R 1 500.00
252041	Promote a learning culture in an organisation	5	5	R 1 500.00
252042	Apply the principles of ethics to improve organisational culture	5	5	R 1 500.00
252043	Manage a diverse work force to add value	5	6	R 1 500.00
252044	Apply the principles of knowledge management	5	6	R 1 500.00
252170	Apply the principles of customer care in client interactions	4	5	R 1 500.00
252191	Identify internal and external stakeholders Demonstrate an understanding and define the nature and role of	4	4	R 1 500.00
252192	marketing communications	4	6	R 1 500.00
252193	Identify potential and existing customers of the business	4	4	R 1 500.00
252194	Meet marketing performance standards	4	4	R 1 500.00
252195	Identify expertise and resources	4	3	R 1 500.00
252196	Describe features, advantages and benefits of products and services	4	4	R 1 500.00
252197	Identify and use marketing resources to meet objectives	4	4	R 1 500.00
252198	Demonstrate an understanding of creative principles of marketing communications	4	6	R 1 500.00
252200	Implement activity plans to meet agreed deadlines	4	6	R 1 500.00
252201	Apply marketing team work strategies	4	4	R 1 500.00
252202	Deal with brand, product and service promotions	4	4	R 1 500.00
252203	Demonstrate an understanding of the target market	4	4	R 1 500.00
252204	Monitor marketing information flow and collect and process marketing data	4	4	R 1 500.00
252206	Demonstrate an understanding of product positioning	4	4	R 1 500.00
252207	Attend briefing and return work on deadline	4	7	R 1 500.00
252209	Instil in oneself a personal marketing culture	4	4	R 1 500.00
252210	Handle a range of customer complaints	4	4	R 1 500.00
252211	Demonstrate an understanding of the competitive environment and product positioning	4	6	R 1 500.00
252213	Carry out marketing administration within agreed parameters	4	6	R 1 500.00
252214	Conduct follow-up with customers to evaluate satisfaction levels	4	6	R 1 500.00
252216	Comply with legal requirements and organisational and professional codes of conduct	4	4	R 1 500.00
252217	Comply with organisational ethics	4	4	R 1 500.00
252218	Liaise with a range of customers of a business	4	4	R 1 500.00
252219	Describe and apply conceptual processes in a marketing communication context	5	8	R 1 500.00
252244	Describe the impact of customer service on a business	1	6	R 1 500.00
252250	Apply fire fighting techniques	1	3	R 1 500.00



SAQA ID	Unit Standard Title	NQF	Credits	Price
252457	Combat soil erosion	2	8	R 1 500.00
252492	Develop inclusive learning programmes that enable participation of learners experiencing barriers to learning and development	5	10	R 1 500.00
253965	Apply basic conservation management planning	5	4	R 1 500.00
254114	Demonstrate knowledge of quality and its management in water and wastewater context	3	4	R 1 500.00
254116	Demonstrate knowledge of activated sludge processes in wastewater treatment	3	6	R 1 500.00
254117	Operate a membrane process	3	8	R 1 500.00
255474	Operate mechanical and electrical plant and equipment in a water and wastewater environment	3	6	R 1 500.00
255499	Manage shrinkage and losses in a wholesale and retail unit	5	12	R 1 500.00
255514	Conduct a disciplinary hearing	5	15	R 1 500.00
256134	Engage in directed planning behaviour	1	8	R 1 500.00
256154	Interpret and implement instructions Apply knowledge of legislation regarding dangerous goods and	1	8	R 1 500.00
256523	substances conveyed by road	4	4	R 1 500.00
256599	Perform vehicle maintenance functions on the forecourt	2	10	R 1 500.00
258126	Apply facilities management principles	5	8	R 1 500.00
258155	Explain the factors that impact on the bottom line of a Wholesale and Retail unit	3	10	R 1 500.00
258156	Build customer relations in an operational unit	3	10	R 1 500.00
258157	Explain the processing of transactions in a wholesale and retail outlet	2	6	R 1 500.00
258158	Advise on and promote skin care products in a retail environment	3	5	R 1 500.00
258160	Demonstrate knowledge of products in own area of operation in a Wholesale and Retail environment	3	8	R 1 500.00
258161	Apply theft, fraud and safety controls in a Wholesale and Retail outlet	3	8	R 1 500.00
258162	Sell products to customers in a wholesale and retail outlet	3	12	R 1 500.00
258175	Break bulk, pack and label stock	2	8	R 1 500.00
258176	Advise on and promote colour cosmetic products in a retail environment	3	3	R 1 500.00
258178	Advise on and promote hair care products in a retail environment	3	3	R 1 500.00
258179	Advise on and promote nail care products in a retail environment	3	3	R 1 500.00
258215	Present a visual display in a wholesale or retail outlet	3	8	R 1 500.00
258217	Evaluate a visually merchandised display	3	12	R 1 500.00
258221	Explain the role of visual merchandising in the organisation	3	4	R 1 500.00
258835	Model and design business processes and workflow	5	10	R 1 500.00
258836	Analyse and apply different Information and Communication Technology (ICT) Systems Development Lifecycle (SDLC) models for a given scenario	5	8	R 1 500.00
258837	Demonstrate an understanding of business applications and systems	5	10	R 1 500.00
258839	Apply basic principles of requirements-related modelling	5	4	R 1 500.00
258840	Demonstrate an understanding of the external environment of business	5	5	R 1 500.00
258875	Design forms and reports using a Graphic User Interface (GUI) based database [MS Access 2013]	4	4	R 1 500.00
258876	Work with spreadsheets [MS Excel 2013 or 2016]	4	3	R 1 500.00
258878	Ensure spreadsheet integrity to enhance reliability [MS Excel 2013]	4	3	R 1 500.00
258879	Change the appearance of a spreadsheet [MS Excel 2013]	3	3	R 1 500.00
258880	Utilise special features to enhance presentations [MS PowerPoint 2013]	3	3	R 1 500.00
258883	Use generic functions in a Graphical User Interface (GUI)- environment [MS Windows Win10]	1	4	R 1 500.00
258897	Apply electronic messaging and calendar application [MS Outlook 2013]	2	2	R 1 500.00
258898	Review and create documents using a Graphical User Interface (GUI)-based word processor [MS Word 2013]	3	7	R 1 500.00
258925	Apply and maintain safety in a working environment	2	5	R 1 500.00
259458	Interpret classification systems in order to organise, retrieve and dispose of records	4	8	R 1 500.00
259477	Demonstrate knowledge of concepts, terminology and ethics applicable to archives and records management	4	4	R 1 500.00
259597	Explain emergency preparedness and response procedures	2	3	R 1 500.00



SAQA ID	Unit Standard Title	NQF	Credits	Price
259599	Participate in the establishment, implementation and monitoring of a health and safety agreement	2	2	R 1 500.00
259601	Participate in the implementation and evaluation of a safety and	2	2	R 1 500.00
259602	health management programme in the workplace Describe sources of and control measures for noise in a workplace	1	2	R 1 500.00
259604	Verify compliance to safety, health and environmental requirements	2	4	R 1 500.00
	in the workplace			
259609	Demonstrate an understanding of Occupational Hygiene Demonstrate basic understanding of the procedure for submission of	2	9	R 1 500.00
259610	compensation claims for injuries and occupational diseases	2	2	R 1 500.00
259617	Conduct an investigation into workplace safety, health and environmental incidents	2	3	R 1 500.00
259618	Examine refuge bays / places of safety	2	2	R 1 500.00
259619	Conduct workplace Occupational Health and Safety (OHS) inspections	2	3	R 1 500.00
259620	Manoeuvre materials safely by hand in a workplace	2	2	R 1 500.00
259621	Manage the prevention of fatigue in the workplace	2	3	R 1 500.00
259622	Describe the functions of the workplace health and safety representative – General Business environment	2	3	R 1 500.00
259622	Describe the functions of the workplace health and safety representative - <i>Mining environment</i>	2	3	R 1 500.00
259624	Control workplace hazards and risks – hazardous substances	2	4	R 1 500.00
259639	Explain basic health and safety principles in and around the workplace – General Business environment	2	4	R 1 500.00
259639	Explain basic health and safety principles in and around the workplace- Mining environment	2	4	R 1 500.00
259762	Demonstrate an understanding of HIV/AIDS and its impact on the workplace	2	12	R 1 500.00
260380	Facilitate the optimal functioning of the client with intellectual disability	4	15	R 1 500.00
260599	Facilitate the optimal functioning of the person with a psychiatric disorder by promoting activities of daily living	3	12	R 1 500.00
260762	Operate rough terrain / earthmoving / agricultural equipment	3	11	R 1 500.00
262380	Produce a business plan for a small business	5	12	R 1 500.00
262625	Provide reception and administrative services (hairdressing)	3	12	R 1 500.00
262627	Explain employment in a specific occupation (hairdressing)	3	6	R 1 500.00
262629	Perform hair styling techniques	2	10	R 1 500.00
263205	Inspect access scaffolding	4	6	R 1 500.00
263245	Erect, use and dismantle access scaffolding	3	5	R 1 500.00
263356	Demonstrate an understanding of an entrepreneurial profile	4	5	R 1 500.00
263377	Demonstrate an understanding of quality requirements for a quality management system	5	12	R 1 500.00
263394	Manage documentation and records within a quality management system	5	8	R 1 500.00
263434	Plan and manage production/operations in a new venture	4	6	R 1 500.00
263455	Apply the principles of costing and pricing to a business venture	4	6	R 1 500.00
263456	Plan strategically to improve new venture performance	4	4	R 1 500.00
263474	Manage finances of a new venture	4	6	R 1 500.00
263514	Demonstrate an understanding of the function of the market mechanisms in a new venture	4	5	R 1 500.00
263534	Implement an action plan for a new venture	4	4	R 1 500.00
263976	Demonstrate understanding of the outcomes-based education and training approach within the context of a NQF	5	5	R 1 500.00
264408	Manage and improve communication processes in a function	6	3	R 1 500.00
264461	Demonstrate an understanding of Integrated Waste Management	5	8	R 1 500.00
335835	Adhere to professional conduct and business ethics	4	4	R 1 500.00
335839	Conduct tasks related to marketing, market research and promotions	4	6	R 1 500.00
335961	Implement a crisis communication management plan	5	7	R 1 500.00
376480	Provide first aid as an advanced first responder	3	8	R 1 500.00
377160	Explain the fundamentals of the concepts of 'wellness'	4	8	R 1 500.00
377542	Perform temporary hair removal by means of waxing and bleaching	3	6	R 1 500.00
377722	Use a high pressure water jetting system to clean surfaces	2	3	R 1 500.00



Section 2: SETA 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.

Summary List of Developed Qualifications material

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
	NQF1 Qualifications		Crodito	
	ation: 57937: GETC: Hygiene and Cleaning			
Qualific	Option 1: Integrated programmes material set			
<u>57937</u>	General Education and Training Certificate: Hygiene and Cleaning (SSETA)	1	120	R 13 500
Qualific	Electives: 14656, 243202 ation: 61755: GETC: Business Practice			
	Option 1: Single unit standards material set		404	D 40 =00
<u>61755</u>	General Education and Training Certificate: Business Practice (SSETA)	1	121	R 13 500
	Option 2: Integrated programmes material set			
<u>61755</u>	General Education and Training Certificate: Business Practice (SSETA) Electives: 10009, 12537, 13176, 117924, 256134, 256154	1	121	R 13 500
<u>61755</u>	Option 3: Integrated programmes material set General Education and Training Certificate: Business Practice (SSETA) Electives: 10009, 12537, 13176, 117924, 256134, 256154	1	121	R 13 500
List of	NQF2 Qualifications			
Qualific	ation: 23833: NC: Business Administration Services			
23833	Option 1: Single unit standards material set National Certificate: Business Administration Services (SSETA)	2	130	R 13 500
23833	Option 2: Integrated programmes material set National Certificate: Business Administration Services (SSETA) Electives: 14347, 13915, 14352, 14355, 120308	2	130	R 13 500
Qualific	ation: 48783: NC: Financial Services			
<u>48783</u>	Option 1: Integrated programmes material set National Certificate: Financial Services (INSETA	2	138	R 13 500
Qualific	Electives: 114952, 114958, 114960, 114985 ation: 49280: NC: Wholesale and Retail Distribution			
Qualific	Option 1: Single unit standards material set for a qualification or			
<u>49280</u>	learnership National Certificate: Wholesale and Retail Distribution	2	120	R 13 500
	Option 2: Integrated programmes material set for a qualification or		125	
49280	learnership National Certificate: Wholesale and Retail Distribution	2	(120 needed)	R 13 500
Qualific	Electives: 114902, 117887, 117891, 117892, 117901 ation: 49648: NC: New Venture Creation (SMME)		•	
	Option 1: Single unit standards material set		465	D 40
<u>49648</u>	National Certificate: New Venture Creation (SSETA)	2	138	R 13 500
49648	Option 2: Integrated programmes material set National Certificate: New Venture Creation (SSETA) Electives: 13912, 13915, 13930, 13932, 14341, 119712, 119713	2	138	R 13 500
49648	Option 3: Integrated programmes material set National Certificate: New Venture Creation (SSETA) Electives: 9964, 13915, 14341, 13929, 119671, 119712, 119713	2	138	R 13 500
49648	Option 4: Integrated programmes material set National Certificate: New Venture Creation (SSETA) Electives: 9964, 13915, 13929, 14341, 119671, 119712, 119713	2	138	R 13 500
49648	Option 5: Integrated programmes material set National Certificate: New Venture Creation (SSETA) Electives: 9964, 13932, 13934, 119671, 119712, 119713	2	138	R 13 500

SAQA	O ITO IT THE	NOF	Minimum	Div
ID	Qualification Title	NQF	Credits	Price
<u>49648</u>	Option 6: Integrated programmes material set National Certificate: New Venture Creation (SSETA) Electives: 13915, 14343, 13929, 13932, 119671, 119712	2	138	R 13 500
Qualific	ation: 58206: NC: Wholesale and Retail Operations	1	T	
<u>58206</u>	Option 1: Specialisation: Chain Store Operations - Single unit standards material set for a Learnership National Certificate: Wholesale and Retail Operations (WR SETA) Compulsory Electives: 114889, 114891, 114894, 114906, 114912	2	131	R 13 500
<u>58206</u>	Option 2: Specialisation: Chain Store Operations - Integrated programmes material set for a Learnership National Certificate: Wholesale and Retail Operations (WR SETA) Compulsory Electives: 114889, 114891, 114894, 114906, 114912 Electives: 14359, 114892, 114896, 114902, 243672	2	145 (131 needed)	R 13 500
<u>58206</u>	Option 3: Specialisation: Wholesale Operations - Single unit standards material set for a Learnership National Certificate: Wholesale and Retail Operations (WR SETA) Compulsory Electives: 114891, 114912, 117899, 243680, 243712	2	130	R 13 500
<u>58206</u>	Option 4: Specialisation: Wholesale Operations - Integrated programmes material set for a Learnership National Certificate: Wholesale and Retail Operations (WR SETA) Compulsory Electives: 114891, 114912, 117899, 243680, 243712 Electives: 114894, 114889, 114900	2	136 (130 needed)	R 13 500
<u>58206</u>	Option 5: Specialisation: SME Operations - Single unit standards material set for a Learnership National Certificate: Wholesale and Retail Operations (WR SETA) Compulsory Electives: 114891, 114894, 114906, 119674, 243676	2	146	R 13 500
<u>58206</u>	Option 6: Specialisation: SME Operations - Integrated programmes material set for a Learnership National Certificate: Wholesale and Retail Operations (WR SETA) Compulsory Electives: 114891, 114894, 114906, 119674, 243676	2	146	R 13 500
<u>58206</u>	Option 7: Specialisation: Merchandising Operations - Single unit standards material set for a Learnership National Certificate: Wholesale and Retail Operations (WR SETA) Compulsory Electives: 114891, 114906, 243673, 243679, 243681	2	125	R 13 500
58206	Option 8: Specialisation: Merchandising Operations- Integrated programmes material set for a Learnership National Certificate: Wholesale and Retail Operations (WR SETA) Compulsory Electives: 114891, 114906, 243673, 243679, 243681	2	125	R 13 500
Qualific	ation: 62709: NC: Service Station Operations	l		
62709	Option 1: Specialisation: Forecourt Attendant - Single unit standards material set for a Learnership National Certificate: Service Station Operations (WR SETA) Compulsory Electives: 114896, 114889, 256599	2	120	R 13 500
62709	Option 2: Specialisation: Forecourt Attendant - Integrated programmes material set for a Learnership National Certificate: Service Station Operations (WR SETA) Compulsory Electives: 114896, 114889, 256599	2	120	R 13 500
62709	Option 3: Specialisation: Service Station Cashier - Single unit standards material set for a Learnership National Certificate: Service Station Operations (WR SETA) Compulsory Electives: 114892, 114894, 114896, 114902, 114906, 117897 Electives: No additional electives required	2	134	R 13 500
62709	Option 4: Specialisation: Service Station Cashier - Integrated programmes material set for a Learnership National Certificate: Service Station Operations (WR SETA) Compulsory Electives: 114892, 114894, 114896, 114902, 114906, 117897 Electives: No additional electives required, but could be added	2	134	R 13 500
62709	Option 5: Specialisation: Service Station Merchandiser - Single unit standards material set for a Learnership National Certificate: Service Station Operations (WR SETA) Compulsory Electives: 114892, 114896, 114906, 117897	2	120	R 13 500



SAQA ID	Qualification Title	NQF	Minimum Credits	Price
62709	Option 6: Specialisation: Service Station Merchandiser - Integrated programmes material set for a Learnership National Certificate: Service Station Operations (WR SETA) Compulsory Electives: 114892, 114896, 114906, 117897	2	120	R 13 500
Qualific	ation: 65750: NC: Hairdressing			
<u>65750</u>	Option 1: LP:72009: Hairdressing - Single unit standards material set	2	130	R 13 500
Ouglifia	National Certificate: Hairdressing (SSETA) ration: 71490: NC: Contact Centre Support			
Qualific	Option 1: LP 73269: Contact Centre Support - Integrated			
<u>71490</u>	programmes material set National Certificate: Contact Centre Support (SSETA) Electives: 10358 and 13883; or 10358 and 13884	2	128	R 13 500
Qualific	ation: 74269: NC: Occupational Health, Safety and Environment			
<u>74269</u>	Option 1: LP 64149: General - Single unit standards material set National Certificate: Occupational Health, Safety and Environment (HW SETA)	2	120	R 13 500
74269	Option 2: LP 74290: Safety - Single unit standards material set National Certificate: Occupational Health, Safety and Environment (HW SETA)	2	120	R 13 500
<u>74269</u>	Option 3: LP 74292: Mining and Minerals - Single unit standards material set National Certificate: Occupational Health, Safety and Environment (MQA)	2	120	R 13 500
List of	NQF3 Qualifications			
	ation: 20184: NC: Banking			
20184	Option 1: Integrated programmes material set National Certificate: Banking (Bank SETA) Electives: 7175, 7177, 12757, 12754, 114748	3	120	R 15 000
Qualific	ation: 58308: NC: Informal and Small Business Practice			
58308	Option 1: Single unit standards material set National Certificate: Informal Small Business Practice (WR SETA)	3	120	R 15 000
Qualific	ation: 61591: NC: Information Technology: End User Computing Option 1: LP 49077 - Single unit standards material set]		l
<u>61591</u>	National Certificate: Information Technology: End User Computing (MICTS)	3	130	R 15 000
<u>61591</u>	Option 2: LP 49077 - Integrated programmes material set National Certificate: Information Technology: End User Computing (MICTS) Electives: 258880, , 258878, 258879, 258883, 258897, 258898	3	130	R 15 000
<u>61591</u>	Option 3: LP 49077 - Integrated programmes material set National Certificate: Information Technology: End User Computing (MICTS) Electives: 10135, 117928, 258883, 258898, 258879	3	130	R 15 000
Qualific	ation: 63409: NC: Wholesale and Retail Operations			
63409	Option 1: Specialisation: Stock Control in a Retail Outlet - Single unit standards material set for a Learnership National Certificate: Wholesale and Retail Operations (WR SETA) Compulsory Electives: 114891, 114892, 114896, 117897, 258175	3	120	R 15 000
<u>63409</u>	Option 2: Specialisation: Stock Control in a Retail Outlet - Integrated programmes material set for a Learnership National Certificate: Wholesale and Retail Operations (WR SETA) Electives: 258215, 117877 Compulsory Electives: 114891, 114892, 114896, 117897, 258175	3	129 (120 needed)	R 15 000
<u>63409</u>	Option 3: Stock Control in a Distribution Centre - Single unit standards material set for a Learnership National Certificate: Wholesale and Retail Operations (WR SETA) Electives – Optional to select one additional unit standard Compulsory Electives: 114896, 117891, 117897, 117901	3	120	R 15 000
<u>63409</u>	Option 4: Stock Control in a Distribution Centre - Integrated programmes material set for a Learnership National Certificate: Wholesale and Retail Operations (WR SETA) Electives: 114902 Compulsory Electives: 114896, 117891, 117897, 117901	3	127 (120 needed)	R 15 000

National Certificate: Wholesale and Retail Operations (WR SETA) Compulsory Electives: 114902, 258160, 258162 Option 6: Specialisation: Retail Sales - Integrated programmes material set for a Learnership National Certificate: Wholesale and Retail Operations (WR SETA) Compulsory Electives: 114902, 258160, 258162 Option 7: Specialisation: Wholesale Sales - Single unit standards material set for a Learnership National Certificate: Wholesale and Retail Operations (WR SETA) Compulsory Electives: 114902, 243680, 243712 Option 8: Specialisation: Wholesale Sales - Integrated programmes material set for a Learnership National Certificate: Wholesale and Retail Operations (WR SETA) Compulsory Electives: 114902, 243680, 243712 Option 9: Specialisation: Visual Merchandising - Single unit standards material set for a Learnership National Certificate: Wholesale and Retail Operations (WR SETA) Compulsory Electives: 258215; 258217; 258221 Option 10: Specialisation: Visual Merchandising - Integrated programmes material set for a Learnership National Certificate: Wholesale and Retail Operations (WR SETA) Compulsory Electives: 258215; 258217; 258221 Option 11: Specialisation: Visual Merchandising - Integrated programmes material set for a Learnership National Certificate: Wholesale and Retail Operations (WR SETA) Compulsory Electives: 258215; 258217; 258221 Option 11: Specialisation: Cosmetics - Single unit standards material set for a Learnership National Certificate: Wholesale and Retail Operations (WR SETA) Compulsory Electives: 258158, 258176, 258178, 258179 Option 12: Specialisation: Cosmetics - Integrated programmes material set for a Learnership National Certificate: Wholesale and Retail Operations (WR SETA) Compulsory Electives: 258158, 258176, 258178, 258179 Qualification: 67465: NC: Business Administration Services Option 1: LP 23655 - Single unit standards material set National Certificate: Business Administration Services (SSETA) Option 2: LP 23655 - Integrated programmes material set National Certificate: Bus	R 15 000
Material set for a Learnership National Certificate: Wholesale and Retail Operations (WR SETA) Septimized	R 15 000 R 15 000 R 15 000 R 15 000
Option 6: Specialisation: Retail Sales - Integrated programmes material set for a Learnership National Certificate: Wholesale and Retail Operations (WR SETA) 3 137 February 137	R 15 000 R 15 000 R 15 000
Option 7: Specialisation: Wholesale Sales - Single unit standards material set for a Learnership National Certificate: Wholesale and Retail Operations (WR SETA) Compulsory Electives: 114902, 243680, 243712	R 15 000 R 15 000 R 15 000
Programmes material set for a Learnership National Certificate: Wholesale and Retail Operations (WR SETA) Compulsory Electives: 114902, 243680, 243712	R 15 000
Standards material set for a Learnership National Certificate: Wholesale and Retail Operations (WR SETA) Compulsory Electives: 258215; 258217; 258221	R 15 000
programmes material set for a Learnership National Certificate: Wholesale and Retail Operations (WR SETA) Compulsory Electives: 258215; 258217; 258221 Option 11: Specialisation: Cosmetics - Single unit standards material set for a Learnership National Certificate: Wholesale and Retail Operations (WR SETA) Compulsory Electives: 258158, 258176, 258178, 258179 Option 12: Specialisation: Cosmetics - Integrated programmes material set for a Learnership National Certificate: Wholesale and Retail Operations (WR SETA) Compulsory Electives: 258158, 258176, 258178, 258179 Qualification: 67465: NC: Business Administration Services Option 1: LP 23655 - Single unit standards material set National Certificate: Business Administration Services (SSETA) Option 2: LP 23655 - Integrated programmes material set National Certificate: Business Administration Services (SSETA) Option 3: LP 23655 - Integrated programmes material set National Certificate: Business Administration Services (SSETA) Option 3: LP 23655 - Integrated programmes material set National Certificate: Business Administration Services (SSETA) Option 3: LP 23655 - Integrated programmes material set National Certificate: Business Administration Services (SSETA) Option 3: LP 23655 - Integrated programmes material set National Certificate: Business Administration Services (SSETA) Option 3: LP 23655 - Integrated programmes material set National Certificate: Business Administration Services (SSETA) Option 3: LP 23655 - Integrated programmes material set National Certificate: Business Administration Services (SSETA)	
Option 11: Specialisation: Cosmetics - Single unit standards material set for a Learnership National Certificate: Wholesale and Retail Operations (WR SETA) Compulsory Electives: 258158, 258176, 258178, 258179 Option 12: Specialisation: Cosmetics - Integrated programmes material set for a Learnership National Certificate: Wholesale and Retail Operations (WR SETA) Compulsory Electives: 258158, 258176, 258178, 258179 Qualification: 67465: NC: Business Administration Services Option 1: LP 23655 - Single unit standards material set National Certificate: Business Administration Services (SSETA) Option 2: LP 23655 - Integrated programmes material set National Certificate: Business Administration Services (SSETA) Electives: 7790, 13928, 13930 Option 3: LP 23655 - Integrated programmes material set National Certificate: Business Administration Services (SSETA) Option 3: LP 23655 - Integrated programmes material set National Certificate: Business Administration Services (SSETA) Option 3: LP 23655 - Integrated programmes material set National Certificate: Business Administration Services (SSETA) Option 3: LP 23655 - Integrated programmes material set National Certificate: Business Administration Services (SSETA) Option 3: LP 23655 - Integrated programmes material set National Certificate: Business Administration Services (SSETA) Option 3: LP 23655 - Integrated programmes material set National Certificate: Business Administration Services (SSETA) Option 3: LP 23655 - Integrated programmes material set National Certificate: Business Administration Services (SSETA)	2 15 000
Option 12: Specialisation: Cosmetics - Integrated programmes material set for a Learnership National Certificate: Wholesale and Retail Operations (WR SETA) Compulsory Electives: 258158, 258176, 258178, 258179 Qualification: 67465: NC: Business Administration Services Option 1: LP 23655 - Single unit standards material set National Certificate: Business Administration Services (SSETA) Option 2: LP 23655 - Integrated programmes material set National Certificate: Business Administration Services (SSETA) Electives: 7790, 13928, 13930 Option 3: LP 23655 - Integrated programmes material set National Certificate: Business Administration Services (SSETA) Option 3: LP 23655 - Integrated programmes material set National Certificate: Business Administration Services (SSETA) 3 120 F	X 13 000
Coption 1: LP 23655 - Single unit standards material set National Certificate: Business Administration Services (SSETA) 3 120 F	R 15 000
National Certificate: Business Administration Services (SSETA) Option 2: LP 23655 - Integrated programmes material set National Certificate: Business Administration Services (SSETA) Electives: 7790, 13928, 13930 Option 3: LP 23655 - Integrated programmes material set National Certificate: Business Administration Services (SSETA) 3 120 F	
Option 2: LP 23655 - Integrated programmes material set National Certificate: Business Administration Services (SSETA) 3 120 F	R 15 000
Option 3: LP 23655 - Integrated programmes material set National Certificate: Business Administration Services (SSETA) 3 120 F	R 15 000
	R 15 000
Qualification: 83946: NC: Management	
National Certificate: Management (SSETA)	R 15 000
Electives: 13943, 13944, 15224, 15238	R 15 000
Electives: 7573, 7567, 7570; 7575; 7571	R 15 000
Qualification: 93997: NC: National Certificate: Contact Centre and BPO Support	
Support (SSETA) Electives: 13948; 116606; 116608; 116940; 259458; 259639	₹ 15 000
93997 Option 2: LP 80566- Integrated programmes material set National Certificate: Contact Centre and Business Process Outsourcing Support (SSETA) Electives: 13948; 116598; 116606, 116608; 259458; 259639	
93997 Option 3: LP 80566 - Integrated programmes material set National Certificate: Contact Centre and Business Process Outsourcing Support (SSETA) Electives: 13948; 116598; 116606; 116940; 259458; 259639	R 15 000



SAQA ID	Qualification Title	NQF	Minimum Credits	Price
List of	NQF4 Qualifications			
Qualific	ation: 49397: NC: Wholesale and Retail Operations Supervision			
49397	Option 1: Single unit standards material set for a Learnership National Certificate: Wholesale and Retail Operations Supervision (WR SETA)	4	135	R 15 000
49397	Option 2: Integrated programmes material set for a Learnership National Certificate: Wholesale and Retail Operations Supervision (WR SETA) Electives: 13952, 117156, 118033, 258156	4	138 (135 needed)	R 15 000
Qualific	ation: 50080: FETC: Project Management	I		<u> </u>
<u>50080</u>	Option 1: Single unit standards material set Further Education and Training Certificate: Project Management (SSETA)	4	136	R 15 000
<u>50080</u>	Option 2: Integrated programmes material set Further Education and Training Certificate: Project Management (SSETA) Electives: 120388	4	136	R 15 000
<u>50080</u>	Option 3: Integrated programmes material set Further Education and Training Certificate: Project Management (SSETA) Electives: 120378	4	136	R 15 000
Qualific	ation: 50081: FETC: Leadership Development			
<u>50081</u>	Option 1: Single unit standards material set Further Education and Training Certificate: Leadership Development (LGSETA)	4	160	R 15 000
Qualific	ation: 57712: FETC: Generic Management			
<u>57712</u>	Option 1: LP 74630: General Management - Single unit standards material set Further Education and Training Certificate: Generic Management (SSETA)	4	150	R 15 000
<u>57712</u>	Option 2: LP 74630: General Management - Integrated programmes material set Further Education and Training Certificate: Generic Management (SSETA) Electives: 11473; 13952; 242813; 242818	4	150	R 15 000
<u>57712</u>	Option 3: LP 74630: General Management - Integrated programmes material set Further Education and Training Certificate: Generic Management (SSETA) Electives: 13952; 242812; 242818; 242820; 242840	4	150	R 15 000
<u>57712</u>	Option 4: LP 74630: General Management - Integrated programmes material set Further Education and Training Certificate: Generic Management (SSETA) Electives: 13952; 242812; 242818; 242820; 242840	4	150	R 15 000
<u>57712</u>	Option 5: LP 58344: Administration Management - Single unit standards material set Further Education and Training Certificate: Generic Management (SSETA)	4	150	R 15 000
<u>57712</u>	Option 6: LP 58344: Administration Management - Integrated programmes material set Further Education and Training Certificate: Generic Management (SSETA) Electives: 11473, 13952, 242813, 242818	4	150	R 15 000
<u>57712</u>	Option 7: LP 64870: Disaster Risk Management - Single unit standards material set Further Education and Training Certificate: Generic Management (LG SETA)	4	150	R 15 000
<u>57712</u>	Option 8: LP 93950: Human Resource Support - Single unit standards material set Further Education and Training Certificate: Generic Management (SABPP)	4	150	R 15 000

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
	Option 9: LP 83987: Inventory Control - Integrated programmes		0.000	
57712	material set Further Education and Training Certificate: Generic Management	4	150	R 15 000
01112	(MERSETA)		100	10 000
	Electives: 377361, 377363, 377364			
	Option 10: LP 83989: Manufacturing Control - Integrated programmes material set			
<u>57712</u>	Further Education and Training Certificate: Generic Management	4	150	R 15 000
	(MERSETA) Electives: 377360, 377380, 377381, 377386			
	Option 11: LP 79286: Process Manufacturing - Single unit			
57712	standards material set	4	150	R 15 000
	Further Education and Training Certificate: Generic Management (MERSETA)			
	Option 12: LP 58346: Public Administration - Single unit standards			
<u>57712</u>	material set Further Education and Training Certificate: Generic Management	4	150	R 15 000
	(PSETA)			
	Option 13: LP 58346: Public Administration - Integrated			
57712	programmes material set Further Education and Training Certificate: Generic Management	4	150	R 15 000
	(PSETA)			
	Electives: 11473, 13952, 242813, 242818 Option 14: LP 63333: Wholesale and Retail Management - Single		700	
E7710	unit standard material set	4	150	R 15 000
<u>57712</u>	Further Education and Training Certificate: Generic Management (WR	4	150	K 15 000
	SETA) Option 15: LP 63333: Wholesale and Retail Management -			
	Integrated programmes material set		152	
<u>57712</u>	Further Education and Training Certificate: Generic Management (WR SETA)	4	(150	R 15 000
	Electives: 11473, 13952, 242813, 242818		needed)	
Qualific	ation: 58761: FETC: Early Childhood Development	1		
	Option 1: Specialisation: Management of an ECD Service - Integrated programmes material set			
58761	Further Education and Training Certificate: Early Childhood	4	140	R 15 000
	Development (ETDP)			
Qualific	Electives: 11473, 242812, 242816, 244478, 244481 ation: 61595: FETC: Business Administration Services			
	Option 1: LP 35928: General - Single unit standards material set			
<u>61595</u>	Further Education and Training Certificate: Business Administration	4	140	R 15 000
	Services (SSETA) Option 2: LP 35928: General - Integrated programmes material set			
61595	Further Education and Training Certificate: Business Administration	4	140	R 15 000
	Services (SSETA) Electives: 9244, 13929, 242840, 244572			
	Option 3: LP 93568: Employee Relations - Single unit standards			
<u>61595</u>	material set Further Education and Training Certificate: Business Administration	4	140	R 15 000
	Services (SABPP)			
	Option 4: LP 93569: Training and Development Practices - Single			
<u>61595</u>	unit standards material set Further Education and Training Certificate: Business Administration	4	140	R 15 000
	Services (SABPP)			
	Option 5: LP 93567: Employee Wellness - Single unit standards material set			
<u>61595</u>	Further Education and Training Certificate: Business Administration	4	140	R 15 000
	Services (SABPP)			



SAQA	- w		Minimum	
ID	Qualification Title	NQF	Credits	Price
Qualific	ation: 64069: FETC: Archives and Records Management			
	Option 1: Specialisation: Records Management - Integrated			
0.4000	programmes material set		4.44	D 45 000
<u>64069</u>	Further Education and Training Certificate: Archives and Records	4	141	R 15 000
	Management (ETDP) Electives: 110000, 242814			
	Option 2: Specialisation: Archives Management - Integrated			
	programmes material set			
64069	Further Education and Training Certificate: Archives and Records	4	141	R 15 000
	Management (ETDP)			
	Electives: 110000, 242814			
	Option 3: Specialisation: Business Environment - Integrated programmes material set			
64069	Further Education and Training Certificate: Archives and Records	4	141	R 15 000
04000	Management (ETDP)	-	171	10 000
	Electives: 110000, 242814			
Qualific	ation: 66249: FETC: New Venture Creation			
	Option 1: Single unit standards material set			
66249	Further Education and Training Certificate: New Venture Creation	4	149	R 15 000
	(SSETA)			
	Option 2: Integrated programmes material set Further Education and Training Certificate: New Venture Creation			
66249	(SSETA)	4	149	R 15 000
	Electives: 115857, 119671			
Qualific	ation: 66609: FETC: Retail Insurance			
	Option 1: LP 49835 - Integrated programmes material set			
<u>66609</u>	Further Education and Training Certificate: Retail Insurance (INSETA)	4	140	R 15 000
OI!f!-	Electives: 113922, 117121, 120005, 120022, 117126	C		
Qualific	ation: 67463: FETC: Human Resource Management and Practice	es Sup	pport	
	Option 1: LP 49691 - Integrated programmes material set Further Education and Training Certificate: Human Resources			
<u>67463</u>	Management and Practices Support (SABPP)	4	140	R 20 000
	Electives: 10031, 10169, 10171, 15227, 117870			
Qualific	ation: 67464: FETC: Marketing			
	Option 1: LP 59276: Customer Management - Single unit standards			
67464	material set	4	139	R 15 000
	Further Education and Training Certificate: Marketing (SSETA) Compulsory Electives: 118028, 252196, 252214			
	Option 2: LP 59276: Customer Management - Integrated			
67464	programmes material set	4	120	D 45 000
<u>67464</u>	Further Education and Training Certificate: Marketing (SSETA)	4	139	R 15 000
	Compulsory Electives: 118028, 252196, 252214		- de	
	Option 3: LP 59276: Marketing Communication - Single unit			
67464	standards material set	4	139	R 15 000
	Further Education and Training Certificate: Marketing (SSETA) Compulsory Electives: 252192, 252198, 252219			
	Option 4: LP 59276: Marketing Communication - Integrated			
67464	programmes material set	4	139	R 15 000
07404	Further Education and Training Certificate: Marketing (SSETA)	4	139	K 13 000
	Compulsory Electives: 252192, 252198, 252219			
	Option 5: LP 59276: Marketing Management - Single unit standards			
<u>67464</u>	material set Further Education and Training Certificate: Marketing (SSETA)	4	139	R 15 000
	Compulsory Electives: 242819, 252200, 252213			
	Option 6: LP 59276: Marketing Management - Integrated			
67464	programmes material set	4	139	R 15 000
<u>67464</u>	Further Education and Training Certificate: Marketing (SSETA)	7	100	10 000
Overlie	Compulsory Electives: 242819, 252200, 252213	4		
Qualific	ation: 78964: FETC: Information Technology: Technical Suppor	τ		
	Option 1: Specialisation: Technical Support: Hardware and Infrastructure Support for Personal Computers - Integrated			
70004	programmes material set	,	400	D 45 000
<u>78964</u>	Further Education and Training Certificate: Information Technology	4	163	R 15 000
	(MICT)			
	Electives: 14922, 14936, 14941, 14945, 14946, 14947, 14948, 14952			



SAQA ID	Qualification Title	NQF	Minimum Credits	Price
Qualific	ation: 93996: FETC: Contact Centre Operations			
	Option 1: LP 71489: Contact Centre Operations- Integrated			
	programmes material set			
<u>93996</u>	Further Education and Training Certificate: Contact Centre Operations	4	132	R 15 000
	(SSETA)			
	Electives: 10328			
	Option 2: LP 94081: Contact Centre: Managing People			
00000	Integrated programmes material set		400	D 45 00/
<u>93996</u>	Further Education and Training Certificate: Contact Centre Operations:	4	132	R 15 000
	Managing People (SABPP)			
	Electives: 10327			
	Option 3: LP 94081: Contact Centre: Managing People Integrated programmes material set			
93996	Further Education and Training Certificate: Contact Centre Operations:	4	132	R 15 000
00000	Managing People (SABPP)		102	10 000
	Electives: 10978			
l ist of	NQF5 Qualifications			
	eation: 49075: NC: Organisational Transformation and Change N	Manage	ment	
<u> </u>	Option 1: Integrated programmes material set	-iariayt	JIII CIII	
400==	National Certificate: Organisational Transformation and Change	Cont.		
<u>49075</u>	Management (SSETA)	5	127	R 15 000
	Electives: 116919, 116921		The second second	
Qualific	ation: 50334: NC: Occupationally Directed Education Training a	and De	velopmen	
Practice) \$			
	Option 1: Specialisation: SDF - Mostly single unit standards			
	material set			
50334	National Certificate: Occupationally Directed Education Training and	5	120	R 15 00
<u> </u>	Development Practices (ETDP)		.20	1111000
	Electives: 15217, 15218, 15227, 15232, 115755, 115759, 123394,			
	252041	1		
	Option 2: Specialisation: SDF – Theme based – Integrated			
	programmes material set National Certificate: Occupationally Directed Education Training and			R 15 000
<u>50334</u>	Development Practices (ETDP)	5	120	
	Electives: 15217, 15218, 15227, 15232, 115755, 115759, 123394,			
	252041			
	Option 3: Specialisation: SDF – ELO based– Integrated			
	programmes material set			
50334	National Certificate: Occupationally Directed Education Training and	5	120	R 15 00
<u> </u>	Development Practices (ETDP)			
	Electives: 15217, 15218, 15227, 15232, 115755, 115759, 123394,		فالد	
0 110	252041		- 18	
Qualific	ation: 58820: NC: Advertising		487	
	Option 1: Specialisation: Copywriting - Single unit standards material set			
<u>58820</u>	National Certificate: Advertising: Copywriting (MICTS)	5	124	R 15 000
	Compulsory Electives: 117558, 244612			
E0020		F	104	D 15 000
<u>58820</u>	Compulsory Electives: 117558, 244612 Option 2: Specialisation: Client Service - Single unit standards material set National Certificate: Advertising: Client Service (MICTS)	5	124	R 15 000
	Compulsory Electives: 117558, 244612 Option 2: Specialisation: Client Service - Single unit standards material set National Certificate: Advertising: Client Service (MICTS) Compulsory Electives: 10066, 244586	5	124	R 15 000
	Compulsory Electives: 117558, 244612 Option 2: Specialisation: Client Service - Single unit standards material set National Certificate: Advertising: Client Service (MICTS) Compulsory Electives: 10066, 244586 ation: 59201: NC: Generic Management	5	124	R 15 000
	Compulsory Electives: 117558, 244612 Option 2: Specialisation: Client Service - Single unit standards material set National Certificate: Advertising: Client Service (MICTS) Compulsory Electives: 10066, 244586 eation: 59201: NC: Generic Management Option 1: LP 60269: General Management - Single unit standards			
Qualific	Compulsory Electives: 117558, 244612 Option 2: Specialisation: Client Service - Single unit standards material set National Certificate: Advertising: Client Service (MICTS) Compulsory Electives: 10066, 244586 eation: 59201: NC: Generic Management Option 1: LP 60269: General Management - Single unit standards material set	5	124	
	Compulsory Electives: 117558, 244612 Option 2: Specialisation: Client Service - Single unit standards material set National Certificate: Advertising: Client Service (MICTS) Compulsory Electives: 10066, 244586 eation: 59201: NC: Generic Management Option 1: LP 60269: General Management - Single unit standards material set National Certificate: Generic Management (SSETA)			
Qualific	Compulsory Electives: 117558, 244612 Option 2: Specialisation: Client Service - Single unit standards material set National Certificate: Advertising: Client Service (MICTS) Compulsory Electives: 10066, 244586 eation: 59201: NC: Generic Management Option 1: LP 60269: General Management - Single unit standards material set National Certificate: Generic Management (SSETA) Option 2: LP 60269: General Management - Integrated			
Qualific 59201	Compulsory Electives: 117558, 244612 Option 2: Specialisation: Client Service - Single unit standards material set National Certificate: Advertising: Client Service (MICTS) Compulsory Electives: 10066, 244586 eation: 59201: NC: Generic Management Option 1: LP 60269: General Management - Single unit standards material set National Certificate: Generic Management (SSETA) Option 2: LP 60269: General Management - Integrated programmes material set			R 15 000
Qualific	Compulsory Electives: 117558, 244612 Option 2: Specialisation: Client Service - Single unit standards material set National Certificate: Advertising: Client Service (MICTS) Compulsory Electives: 10066, 244586 eation: 59201: NC: Generic Management Option 1: LP 60269: General Management - Single unit standards material set National Certificate: Generic Management (SSETA) Option 2: LP 60269: General Management - Integrated programmes material set National Certificate: Generic Management (SSETA)	5	162	
Qualific 59201	Compulsory Electives: 117558, 244612 Option 2: Specialisation: Client Service - Single unit standards material set National Certificate: Advertising: Client Service (MICTS) Compulsory Electives: 10066, 244586 eation: 59201: NC: Generic Management Option 1: LP 60269: General Management - Single unit standards material set National Certificate: Generic Management (SSETA) Option 2: LP 60269: General Management - Integrated programmes material set National Certificate: Generic Management (SSETA) Electives: 12140, 15224, 114226, 117853, 252024, 252031	5	162	R 15 000
Qualific 59201	Compulsory Electives: 117558, 244612 Option 2: Specialisation: Client Service - Single unit standards material set National Certificate: Advertising: Client Service (MICTS) Compulsory Electives: 10066, 244586 eation: 59201: NC: Generic Management Option 1: LP 60269: General Management - Single unit standards material set National Certificate: Generic Management (SSETA) Option 2: LP 60269: General Management - Integrated programmes material set National Certificate: Generic Management (SSETA)	5	162	R 15 000

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
	Option 4: LP 60273: Customer Management - Integrated			
59201	programmes material set	5	162	R 15 000
<u> </u>	National Certificate: Generic Management (SSETA)	3	102	13 000
	Electives: 10052, 10053, 10054, 10067			
	Option 5: LP 60273: Customer Sales Management - Integrated			
E0004	programmes material set	_	400	D 45 000
<u>59201</u>	National Certificate: Generic Management (SSETA)	5	162	R 15 000
	Electives: 10045, 10047, 10052, 10067			
	Option 6: LP 63334: Wholesale and Retail Management - Single			
59201	unit standards material set	5	162	R 15 000
	National Certificate: Generic Management (WR SETA)			
	Option 7: LP 63334: Wholesale and Retail Management -			
	Integrated programmes material set for a learnership	_		
<u>59201</u>	National Certificate: Generic Management (WR SETA)	5	162	R 15 000
	Electives: 12140, 255499, 255514			
	Option 8: LP 80747: Salon Management - Single unit standards			
59201	material set	5	162	R 15 000
<u> </u>	National Certificate: Generic Management (SSETA)	3	102	13 000
	Option 9: LP 96100: General Management Banking - Single unit			
59201	standards material set	5	162	R 15 000
<u> 3920 I</u>	National Certificate: Generic Management (BANKSETA)	5	102	K 15 000
	Option 10: LP 96100: General Management Banking - Integrated		The same of	
59201	programmes material set	5	162	R 15 000
	National Certificate: Generic Management (BANKSETA)		100	
	Electives: 12140, 15224, 114226, 117853, 252024, 252031			
E0004	Option 11: LP 96099: Customer Management Banking - Single unit	_	400	D 45 000
<u>59201</u>	standards material set	5	162	R 15 000
	National Certificate: Generic Management (BANKSETA)			
	Option 12: LP 96099: Customer Management Banking - Integrated			
59201	programmes material set	5	162	R 15 000
00201	National Certificate: Generic Management (BANKSETA)		102	10 000
	Electives: 10045, 10047, 10052, 10067			
Qualific	ation: 61589: NC: Banking			
	Option 1: LP 20186: Banking - Integrated programmes material set			
<u>61589</u>	National Certificate: Banking (BANKSETA)	5	120	R 15 000
	Electives: 7340, 7396, 7880, 15236, 115821, 116365, 117781			
Qualific	ation: 63769: NC: Business Analysis Support Practice			
	Option 1: Single unit standards material set			
63769	National Certificate: Business Analysis Support Practice (MICT)	5	138	R 15 000
	Electives: 15234; 120378; 252020			
	Option 2: Integrated programmes material set			
63769	National Certificate: Business Analysis Support Practice (MICT)	5	138	R 15 000
	Electives: 15234, 252020, 120378		100	
List of	NQF6 Qualifications			
	ation: 48967: National Certificate: Business Advising Operation			
Qualific		3		
40067	Option 1: Integrated programmes material set	6	120	D 15 000
<u>48967</u>	National Certificate: Business Advising Operations (SSETA)	6	138	R 15 000
	Electives: 12885, 10597			



Learning material set contents for qualifications

The learning material set is created as **individual unit standard** sets and/or **integrated unit standard** sets supplied in MS Word format. 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
- Facilitator Report
- Assessor Assessment Guide with memorandum
- Assessor Assessment Feedback Document
- Assessor Moderator Review Document
- Moderation Plan, Guide and Report Document
- Programme Curriculum, Strategy and Alignment document

Optional extra: PowerPoint slides can be created at an additional cost of R7500 for the slides required in a qualification.

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

- Overall Qualification Curriculum and Strategy document,
- Final Qualification Judgement sheet
- The Final Integrated Summative Assessment (FISA), for use at the end of a qualification / learnership rollout, consisting of:
 - FISA Alignment document
 - o FISA Learner Portfolio Guide
 - FISA Assessor Assessment Feedback Document
 - FISA Assessor Assessment Guide
 - o FISA Moderation Plan, Guide and Report

Note: Only some SETAs require the FISA

Optional:

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
 - o Learnership Mentor Guide

(see later list of available learnership document sets)

Additional Developed Integrated Learning Programmes - ready to sell

The *integrated* unit standard learning material sets 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 are listed after the qualification learning material sets per qualification.



NQF1 Qualifications

Qualification: 57937: GETC: Hygiene and Cleaning

Option 1: Integrated programmes material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>57937</u>	General Education and Training Certificate: Hygiene and Cleaning (SSETA) Electives: 14656, 243202	1	120	R 13 500

The integrated learning material sets are presented as learning programmes:

		aterial sets are presented as learning programmes:	NOT	0 "
Туре	ID	Unit Standard Title	NQF	Credits
		arning Strategies		
Fundamental		Explore and use a variety of strategies to learn	1	5
Fundamental		Read/view and respond to a range of text types	1	6
Fundamental		Write/Sign for a variety of different purposes	1	6
	amme 2: Cle	eaning Principles		
Core	243204	Understand basic cleaning principles	1	15
Core	114936	Participate effectively in a team or group	2	2
		eaning Chemicals		
Core	243203	Use chemicals in the cleaning services environment	1	8
Fundamental	7447	Work with numbers in various contexts	1	6
Learning Progr				
Core	243194	Sweep floors	1	4
Core	243198	Wet mop floors	1	4
Elective	243202	Clean floors using a single disc machine	1	8
Learning Progr	amme 5: Cle	eaning Surfaces and Bathrooms		
Core	243201	Vacuum dry surfaces	1	4
Core	243199	Clean above the floor surfaces	1	4
Core	243197	Remove spots and spillages from carpets and upholstery	1	5
Core	243206	Clean toilets and bathrooms	1	6
Learning Progr	amme 6: Gr	ooming and Health Habits		
Core	243193	Practice good health and grooming habits	1	4
Elective	14656	Demonstrate an understanding of sexuality and sexually transmitted infections including HIV/AIDS	1	5
Learning Progr	amme 7: Fir	ancial Literacy	1	
Core	243189	Manage personal finances	1	8
Fundamental	7449	Critically analyse how mathematics is used in social, political and economic relations	1	2
Fundamental	7451	Collect, analyse, use and communicate numerical data	1	2
	amme 8: Ma	athematical Literacy		
Fundamental	14084	Demonstrate an understanding of and use the numbering system	1	1
Fundamental	7463	Describe and represent objects and the environment in terms of shape, space, time and motion	1	2
Fundamental	7464	Analyse cultural products and processes as representations of shape, space and time	1	2
Fundamental	7461	Use maps to access and communicate information concerning routes, location and direction	1	1
		stomer Service		
Core	243195	Provide good customer service in a cleaning services environment	1	4
Fundamental	119635	Engage in a range of speaking/signing and listening interactions for a variety of purposes	1	6

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



Qualification: 61755: GETC: Business Practice

Option 1: Single unit standards material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>61755</u>	General Education and Training Certificate: Business Practice (SSETA)	1	121	R 13 500

The individual unit standard learning material sets have been developed for the following:

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



Option 2: Integrated programmes material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>61755</u>	General Education and Training Certificate: Business Practice (SSETA) Electives: 10009, 12537, 13176, 117924, 256134, 256154	1	121	R 13 500

The *integrated* learning material sets are presented as learning programmes:

	ID	Unit Standard Title	NOF	Cradita
Type			NQF	Credits
	119631	earning strategies	1	
Fundamental		Explore and use a variety of strategies to learn	1	5
Learning Progr	amme 2: B			l
Elective	13176	Describe and discuss basic issues relating to the nature of	1	3
		business, the stakeholders in a business and business profitability		
Core	13994	Identify and discuss different types of business and their legal implications	1	4
Core	110082	Understand the impact of customer service on a business	1	6
	amme 3: S	elf-Management skills		
Elective	12537	Identify personal values and ethics in the workplace	1	4
Core	15091	Plan to manage one's time	1	3
		ommunication skills		
	119635	Engage in a range of speaking / signing and listening interactions		
Fundamental		for a variety of purposes	1	6
Fundamental	119636	Write/Sign for a variety of different purposes	1	6
Fundamental	119640	Read/view and respond to a range of text types	1	6
		omputer skills - MS Windows		
Core	116932	Operate a personal computer system	1	3
	117902	Use generic functions in a Graphical User Interface (GUI)-		
Core		environment	1	4
Core	117867	Managing files in a Graphical User Interface (GUI) environment	1	3
Learning Progr	amme 6: C	omputer skills - MS Word		
	117924	Use a Graphical User Interface (GUI)-based word processor to	_	_
Elective		format documents	2	5
Core	9357	Develop and use keyboard skills to enter text	1	4
Learning Progr	amme 7: M	lathematical skills		
		Work with numbers; operations with numbers and relationships	4	4
Fundamental	119362	between numbers	1	4
Fundamental	110083	Process, analyse and communicate numerical data	1	4
Fundamental	119373	Describe and represent objects in terms of shape, space and	1	5
runuamentai		measurement	'	5
Fundamental		Describe, interpret and represent mathematical patterns, functions	1 🚽	6
		and algebra in different contexts	107	U
Learning Progr	amme 8: F			
Core	243189	Manage personal finances	1	8
Core	13999	Demonstrate an understanding of basic accounting practices	1	4
Learning Progr	amme 9: E	ntrepreneurship Basics		
Core	10006	Demonstrate an understanding of entrepreneurship and develop	1	2
		entrepreneurial qualities	'	
Core	10007	Identify, analyse and select business opportunities	1	3
Learning Progr	amme 10:	Entrepreneurship Business Planning		
Elective	10009	Demonstrate the ability to start and run a business and adapt to a	1	3
		changing business environment	-	
Core	14444	Demonstrate an understanding of a general business plan and adapt it to a selected business idea	1	7
Learning Progr	amme 11:	Business Behaviour		<u> </u>
Elective	256154	Interpret and implement instructions	1	8
Elective	256134	Engage in directed planning behaviour	1	8
		programmen are evallable for agle as individual learning programmen		

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



Option 3: Integrated programmes material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>61755</u>	General Education and Training Certificate: Business Practice (SSETA) Electives: 10009, 12537, 13176, 117924, 256134, 256154	1	121	R 13 500

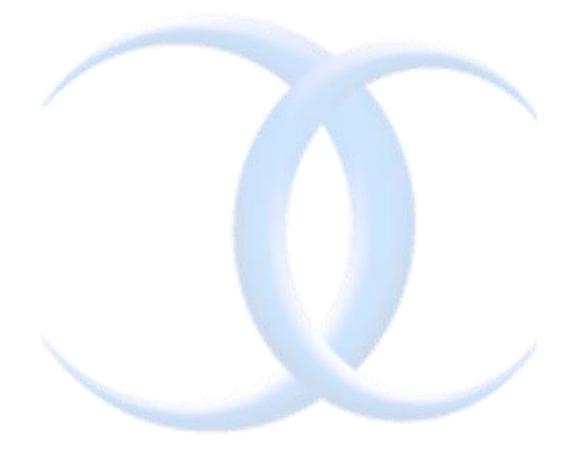
The *integrated* learning material sets are presented as learning programmes:

Type	ID	Unit Standard Title	NQF	Credits
		earning strategies		
Fundamental	119631	Explore and use a variety of strategies to learn	1	5
Learning Progr			•	
		Describe and discuss basic issues relating to the nature of business,	_	_
Elective	13176	the stakeholders in a business and business profitability	1	3
	10001	Identify and discuss different types of business and their legal	_	
Core	13994	implications	1	4
Core	110082	Understand the impact of customer service on a business	1	6
Learning Progr	ramme 3: C	ommunication skills		
		Engage in a range of speaking / signing and listening interactions for		
Fundamental	119635	a variety of purposes	1	6
Fundamental	119636	Write/Sign for a variety of different purposes	1	6
Fundamental	119640	Read/view and respond to a range of text types	1	6
Learning Progr	ramme 4: M	lathematical skills		
Fundamental	110262	Work with numbers; operations with numbers and relationships	1	4
Fundamental	119362	between numbers		4
Fundamental	110083	Process, analyse and communicate numerical data	1	4
Fundamental	119373	Describe and represent objects in terms of shape, space and measurement	1	5
Fundamental	119368	Describe, interpret and represent mathematical patterns, functions and algebra in different contexts	1	6
Learning Progr	ramme 5: F			
Core	243189	Manage personal finances	1	8
Core	13999	Demonstrate an understanding of basic accounting practices	1	4
		ntrepreneurship Basics	-	
-		Demonstrate an understanding of entrepreneurship and develop	_	0
Core	10006	entrepreneurial qualities	1	2
Core	10007	Identify, analyse and select business opportunities	1	3
Learning Progr	ramme 7: E	ntrepreneurship Business Planning		
		Demonstrate an understanding of a general business plan and adapt	_	7
Core	14444	it to a selected business idea	1	7
Elective	10009	Demonstrate the ability to start and run a business and adapt to a	1	3
		changing business environment	100	3
Learning Progr	ramme 8: C	computer skills - MS Windows		
Core	116932	Operate a personal computer system	1	3
Core	117902	Use generic functions in a Graphical User Interface (GUI)-	1	4
Core		environment	'	-
Core	117867	Managing files in a Graphical User Interface (GUI) environment	1	3
Learning Progr	ramme 9: C	computer skills - MS Word		
Elective	117924	Use a Graphical User Interface (GUI)-based word processor to format documents	2	5
Core	9357	Develop and use keyboard skills to enter text	1	4
Learning Progr	ramme 10:			
Core	15091	Plan to manage one's time	1	3
Elective	256134	Engage in directed planning behaviour	1	8
		Business Behaviour		
Elective	12537	Identify personal values and ethics in the workplace	1	4
LICCUIVC				



Additional and Separate Integrated Learning Programmes

TYPE	ID	UNIT STANDARD TITLE	NQF	Credits
LP: Fundan	nentals of	Business	R5 (00-00
Core	13994	Identify and discuss different types of business and their legal implications	1	4
Core	10006	Demonstrate an understanding of entrepreneurship and develop entrepreneurial qualities	1	2
Core	14444	Demonstrate an understanding of a general business plan and adapt it to a selected business idea	1	7





NQF2 Qualifications

Qualification: 23833: NC: Business Administration Services

Option 1: Single unit standards material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
23833	National Certificate: Business Administration Services (SSETA)	2	130	R 13 500

Core 7567 Operate personal computer system 2 6 6 Core 7568 Demonstrate knowledge of and produce word processing documents using basic functions Core 7568 Demonstrate knowledge of and produce word processing documents using basic functions Core 7571 Demonstrate the ability to use electronic mail software to send and receive messages Core 8104 Operate in a take care of equipment in an office environment 2 2 2 Core 8420 Operate in a take acare of equipment in an office environment 2 2 4 Core 8618 Organise oneself in the workplace 2 3 Core 11235 Maintain effective working relationships with other members of staff 3 1 Core 14338 Attend to customer enquiries in an office setting 2 2 2 Identify and maintain the types of records required in own industry and understand why it is necessary to create evidence and maintain 2 5 Core 14340 Maintain an existing information system in a business environment 2 4 Core 14341 Keep informed about current affairs related to one's own industry 2 4 Core 14342 Manage time and work processes within a business environment 2 4 Core 14344 Investigate the structure of an organisation as a workplace 2 8 Core 14346 Process numerical and text data in a business environment 2 10 Core 14349 Receive and execute instructions 2 2 2 Core 14349 Receive and execute instructions 2 2 2 Core 14359 Behave in a professional manner in a business environment 2 2 4 Fundamental 7480 Process numerical and text data in a business environment 2 2 5 Core 14359 Behave in a professional manner in a business environment 2 5 Fundamental 8961 Write for a defined context 5 5 Fundamental 8963 Access and use information from texts 2 5 Fundamental 8963 Personal and community life 2 5 Fundamental 8963 Access and use information from texts 2 5 Fundamental 8964 Write for a defined context 5 5 Fundamental 8963 Access and use information from texts 2 5 Fundamental 8964 Write for a defined context 5 5 Fundamental 8965 Access and use information from texts 2 5 Fundamental 8966 Access and use information from texts 2 5 Fundamental	Type	ID	Unit Standard Title	NQF	Credits
Core 7566 Operate personal computer peripherals 2 3 Core 7568 Demonstrate knowledge of and produce word processing documents using basic functions 2 3 Core 7571 Demonstrate the ability to use electronic mail software to send and receive messages 2 3 Core 8104 Operate and take care of equipment in an office environment 2 2 Core 8618 Organise oneself in the workplace 2 3 Core 8138 Organise oneself in the workplace 2 3 Core 11235 Maintain effective working relationships with other members of staff 3 1 Core 14339 Attend to customer enquiries in an office setting 2 2 Core 14334 Attend to customer enquiries in an office setting 2 2 Core 14340 Maintain envisiting information system in a business environment 2 2 Core 14341 Manage time and work processes within a business environment 2 4 Core 14344 Demonstrate and understanding of a selected		7547	Operate a personal computer system	2	6
Core 7571 Demonstrate the ability to use electronic mail software to send and receive messages 2 3 a receive messages 2 4 4 4 4 4 5 5 4 5 5 6 5 6 6 7 5 7 1 Demonstrate the ability to use electronic mail software to send and 2 3 a receive messages 2 4 4 6 7 5 7 1 2 5 6 7 5 7 1 2 5 5 6 7 5 7 1 2 5 6 7 5 7 1 2 5 6 7 5 7 1 2 5 6	Core	7566		2	3
Core 8104 Operate and take care of equipment in an office environment 2 2 2 4 4 6 6 7 6 9 8 10 4 Operate in a team 2 2 4 4 6 7 6 9 8 10 4 Operate in a team 2 2 4 4 6 7 6 9 8 10 12 3 6 7 8 12 12 12 12 12 12 12 12 12 12 12 12 12	Core	7568		2	3
Core 8420 Operate in a team 2 4 Core 8618 Organise oneself in the workplace 2 3 Core 11235 Maintain effective working relationships with other members of staff 3 1 Core 14338 Attend to customer enquiries in an office setting 2 2 2 Core 14338 Attend to customer enquiries in an office setting 2 2 2 Core 14340 Maintain an existing information system in a business environment 2 4 Core 14341 Keep informed about current affairs related to one's own industry 2 4 Core 14341 Keep informed about current affairs related to one's own industry 2 4 Core 14343 Investigate the structure of an organisation as a workplace 2 8 Core 14344 Demonstrate an understanding of a selected business environment 2 1 Core 14348 Process numerical and text data in a business environment 2 2 Core 14349 Receive and execute instructions	Core	7571		2	3
Core 8618 Organise oneself in the workplace Core 11235 Maintain effective working relationships with other members of staff 3 1 Core 14338 Attend to customer enquiries in an office setting 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 2 5 Core 14340 Maintain an existing information system in a business environment 2 4 Core 14341 Keep informed about current affairs related to one's own industry 2 4 Core 14342 Manage time and work processes within a business environment 2 4 Core 14343 Investigate the structure of an organisation as a workplace 2 8 Core 14344 Demonstrate an understanding of a selected business environment 2 10 Core 14346 Process incoming and outgoing telephone calls 2 2 Core 14348 Process incoming and outgoing telephone calls 2 3 Core 14349 Receive and execute instructions 2 2 2 Core 14353 Conduct basic financial transactions 2 2 2 Core 14359 Behave in a professional manner in a business environment 2 5 Core 14064 Contribute to the health, safety and security of the workplace 2 4 Fundamental 7480 Use mathematics to investigate and monitor the financial aspects of personal and community life 9 Fundamental 8962 Maintain and adapt oral communication 2 5 Fundamental 8964 Write for a defined context 2 5 Fundamental 8965 Respond to literary texts Fundamental 8966 Respond to literary texts Fundamental 8967 Maintain and adapt oral communication 2 5 Fundamental 8968 Respond to literary texts Fundamental 8969 Respond to literary texts Fundamental 8960 Maintain and adapt oral communication 2 5 Fundamental 8961 Respond to literary texts Fundamental 8962 Maintain and adapt oral communication 2 5 Fundamental 8964 Write for a defined context 2 5 Fundamental 8965 Respond to literary texts Fundamental 8966 Respond to literary texts Fundamental 8967 Respond to literary texts Fundamental 8968 Respond to literary texts Fundamental 8969 Respond to literary texts Fundamental 8969 Respond to literary texts Fundamental	Core	8104	Operate and take care of equipment in an office environment	2	2
Core 11235 Maintain effective working relationships with other members of staff 2 2 2 2 2 2 3 3 3 4 4 4 4 4 4 4 4 5 5 1 4 5 5 5 6 1 4 3 5 8 6 1 5 6 1	Core	8420	Operate in a team	2	4
Core 14340 Maintain the types of records required in own industry and understand why it is necessary to create evidence and maintain confidentiality and understand why it is necessary to create evidence and maintain confidentiality is necessary to create evidence and maintain confidentiality Maintain an existing information system in a business environment 2 4 4 Keep informed about current affairs related to one's own industry 2 4 4 Core 14341 Keep informed about current affairs related to one's own industry 2 4 4 Core 14342 Manage time and work processes within a business environment 2 4 4 Core 14343 Investigate the structure of an organisation as a workplace 2 8 Ecore 14344 Demonstrate an understanding of a selected business environment 2 10 Core 14346 Process incoming and outgoing telephone calls 2 2 2 Core 14349 Receive and execute instructions 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 3 2	Core	8618	Organise oneself in the workplace	2	3
Identify and maintain the types of records required in own industry and understand why it is necessary to create evidence and maintain confidentiality Statistical Core 14340	Core	11235	Maintain effective working relationships with other members of staff	3	1
Core 14340 Maintain an existing information system in a business environment 2 4 Core 14341 Keep informed about current affairs related to one's own industry 2 4 Core 14342 Manage time and work processes within a business environment 2 4 Core 14343 Investigate the structure of an organisation as a workplace 2 8 Core 14344 Demonstrate an understanding of a selected business environment 2 10 Core 14344 Process incoming and outgoing telephone calls 2 3 Core 14348 Process incoming and outgoing telephone calls 2 3 Core 14349 Receive and execute instructions 2 2 2 Core 14353 Conduct basic financial transactions 2 2 3 Core 14353 Conduct basic financial transactions 2 2 3 Core 14064 Contribute to the health, safety and security of the workplace 2 4 Fundamental 7469 Use mathematics to investigate and monitor the financial aspects of personal and community life 1 2 5 Fundamental 8962 Maintain and adapt oral communication 2 5 Fundamental 8963 Access and use information from texts 2 5 Fundamental 8964 Write for a defined context 2 5 Fundamental 8965 Respond to literary texts 2 5 Fundamental 9007 Work with a range of patterns and functions and solve problems 2 5 Fundamental 12444 Measure, estimate and calculate physical quantities and explore, describe and represent geometrical relationships in 2-dimensions in different life or workplace contexts 4 8 Fundamental 12444 Receive, distribute and dispatch mail in an office environment 2 2 3 Relective 14347 Receive, distribute and dispatch mail in an office environment 2 2 3 Relective 14352 Manage a diary for self and others 2 4 4 Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation 3 4 4 and a specific workplace contexts 5 2 4 4 Demonstrate knowledge of self in order to make a personal decision 2 3	Core	14338	Attend to customer enquiries in an office setting	2	2
Core 14341 Keep informed about current affairs related to one's own industry 2 4 Core 14342 Manage time and work processes within a business environment 2 4 Core 14343 Investigate the structure of an organisation as a workplace 2 8 Core 14344 Demonstrate an understanding of a selected business environment 2 10 Core 14348 Process numerical and text data in a business environment 2 2 Core 14348 Process numerical and text data in a business environment 2 2 Core 14348 Process incoming and outgoing telephone calls 2 3 Core 14349 Receive and execute instructions 2 2 Core 14359 Behave in a professional manner in a business environment 2 5 Core 14359 Behave in a professional manner in a business environment 2 5 Core 14064 Contribute to the health, safety and security of the workplace 2 4 Fundamental 7469 Use mathematics to investigate and monitor the financial aspects of personal and community life 2 2 Fundamental 8962 Maintain and adapt oral communication 2 5 Fundamental <	Core	14339	and understand why it is necessary to create evidence and maintain	2	5
Core 14341 Keep informed about current affairs related to one's own industry 2 4 Core 14342 Manage time and work processes within a business environment 2 4 Core 14343 Investigate the structure of an organisation as a workplace 2 8 Core 14344 Demonstrate an understanding of a selected business environment 2 10 Core 14348 Process numerical and text data in a business environment 2 2 Core 14348 Process numerical and text data in a business environment 2 2 Core 14348 Process incoming and outgoing telephone calls 2 3 Core 14349 Receive and execute instructions 2 2 Core 14359 Behave in a professional manner in a business environment 2 5 Core 14359 Behave in a professional manner in a business environment 2 5 Core 14064 Contribute to the health, safety and security of the workplace 2 4 Fundamental 7469 Use mathematics to investigate and monitor the financial aspects of personal and community life 2 2 Fundamental 8962 Maintain and adapt oral communication 2 5 Fundamental <	Core	14340	Maintain an existing information system in a business environment	2	4
Core 14343 Investigate the structure of an organisation as a workplace 2 8 Core 14344 Demonstrate an understanding of a selected business environment 2 10 Core 14348 Process numerical and text data in a business environment 2 2 Core 14348 Process incoming and outgoing telephone calls 2 3 Core 14349 Receive and execute instructions 2 2 Core 14359 Behave in a professional manner in a business environment 2 3 Core 14359 Behave in a professional manner in a business environment 2 3 Core 110064 Contribute to the health, safety and security of the workplace 2 4 Fundamental 7469 Use mathematics to investigate and monitor the financial aspects of personal and community life 2 2 Fundamental 8962 Maintain and adapt oral communication 2 5 Fundamental 8963 Write for a defined context 2 5 Fundamental 8964 Write for a defined context		14341		2	4
Core 14344 Demonstrate an understanding of a selected business environment 2 10 Core 14346 Process numerical and text data in a business environment 2 2 Core 14348 Process incoming and outgoing telephone calls 2 3 Core 14349 Receive and execute instructions 2 2 Core 14353 Conduct basic financial transactions 2 3 Core 14353 Conduct basic financial transactions 2 3 Core 14359 Behave in a professional manner in a business environment 2 5 Core 14359 Behave in a professional manner in a business environment 2 5 Core 14359 Behave in a professional manner in a business environment 2 3 Core 14350 Conduct basic financial transactions 2 3 Core 14354 Contribute to the health, safety and security of the workplace 2 4 Fundamental 7469 Demonstrate understanding of rational and irrational numbers and numbers and numbers and numbers and numbers and	Core	14342	Manage time and work processes within a business environment	2	4
Core 14346 Process numerical and text data in a business environment 2 2 Core 14348 Process incoming and outgoing telephone calls 2 3 Core 14349 Receive and execute instructions 2 2 Core 14353 Conduct basic financial transactions 2 3 Core 14359 Behave in a professional manner in a business environment 2 5 Core 110064 Contribute to the health, safety and security of the workplace 2 4 Fundamental 7469 Use mathematics to investigate and monitor the financial aspects of personal and community life 2 2 Fundamental 7480 Demonstrate understanding of rational and irrational numbers and number systems 2 3 Fundamental 8962 Maintain and adapt oral communication 2 5 Fundamental 8963 Access and use information from texts 2 5 Fundamental 8964 Write for a defined context 2 5 Fundamental 8965 Respond to literary texts 2 5 Fundamental 9007 Work with a range of patterns and functions and solve problems 2 5 Fundamental 12444 describe and represent geometrical relation	Core	14343	Investigate the structure of an organisation as a workplace	2	8
Core 14348 Process incoming and outgoing telephone calls 2 3 Core 14349 Receive and execute instructions 2 2 Core 14359 Behave in a professional manner in a business environment 2 3 Core 110064 Contribute to the health, safety and security of the workplace 2 4 Fundamental 7469 Use mathematics to investigate and monitor the financial aspects of personal and community life 2 2 Fundamental 7480 Demonstrate understanding of rational and irrational numbers and number systems 2 3 Fundamental 8962 Maintain and adapt oral communication 2 5 Fundamental 8963 Access and use information from texts 2 5 Fundamental 8964 Write for a defined context 2 5 Fundamental 8965 Respond to literary texts 2 5 Fundamental 9007 Work with a range of patterns and functions and solve problems 2 5 Fundamental 9009 Measure, estimate and calculate physical quantities and explore, describe and represent geometrical relationships in 2-dimensions in different life or workplace contexts 2 3 *Elective 14347 Receive, distribute and dispatch mail in an office environm	Core	14344		2	10
Core 14349 Receive and execute instructions 2 2 Core 14353 Conduct basic financial transactions 2 3 Core 14359 Behave in a professional manner in a business environment 2 5 Core 110064 Contribute to the health, safety and security of the workplace 2 4 Fundamental 7469 Use mathematics to investigate and monitor the financial aspects of personal and community life 2 2 Fundamental 7480 Demonstrate understanding of rational and irrational numbers and number systems 2 3 Fundamental 8962 Maintain and adapt oral communication 2 5 Fundamental 8963 Access and use information from texts 2 5 Fundamental 8964 Write for a defined context 2 5 Fundamental 8965 Respond to literary texts 2 5 Fundamental 9007 Work with a range of patterns and functions and solve problems 2 5 Fundamental 9009 Work with a range of patterns and functions and solve problems 2 3 Fundamental 909 Work with a range of patterns and functions and solve problems 2 3 Fundamental 909 Measure, est	Core	14346		2	2
Core 14349 Receive and execute instructions 2 2 Core 14353 Conduct basic financial transactions 2 3 Core 14359 Behave in a professional manner in a business environment 2 5 Core 110064 Contribute to the health, safety and security of the workplace 2 4 Fundamental 7469 Use mathematics to investigate and monitor the financial aspects of personal and community life 2 2 Fundamental 7480 Demonstrate understanding of rational and irrational numbers and number systems 2 3 Fundamental 8962 Maintain and adapt oral communication 2 5 Fundamental 8963 Access and use information from texts 2 5 Fundamental 8964 Write for a defined context 2 5 Fundamental 8965 Respond to literary texts 2 5 Fundamental 9007 Work with a range of patterns and functions and solve problems 2 5 Fundamental 9009 Work with a range of patterns and functions and solve problems 2 3 Fundamental 909 Work with a range of patterns and functions and solve problems 2 3 Fundamental 9009 Work with a	Core	14348	Process incoming and outgoing telephone calls	2	3
Core14359Behave in a professional manner in a business environment25Core110064Contribute to the health, safety and security of the workplace24Fundamental7469Use mathematics to investigate and monitor the financial aspects of personal and community life22Fundamental7480Demonstrate understanding of rational and irrational numbers and number systems23Fundamental8962Maintain and adapt oral communication25Fundamental8963Access and use information from texts25Fundamental8964Write for a defined context25Fundamental8965Respond to literary texts25Fundamental9007Work with a range of patterns and functions and solve problems25Fundamental9009Work with a range of patterns and functions and solve problems23Fundamental9009Measure, estimate and calculate physical quantities and explore, describe and represent geometrical relationships in 2-dimensions in different life or workplace contexts23* Elective14347Receive, distribute and dispatch mail in an office environment22Select an additional minimum of 11 credits from the list belowDemonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation and a specific workplace3Elective14355Order and distribute office supplies24Elective14355Order and distribute	Core	14349		2	2
Core14359Behave in a professional manner in a business environment25Core110064Contribute to the health, safety and security of the workplace24Fundamental7469Use mathematics to investigate and monitor the financial aspects of personal and community life22Fundamental7480Demonstrate understanding of rational and irrational numbers and number systems23Fundamental8962Maintain and adapt oral communication25Fundamental8963Access and use information from texts25Fundamental8964Write for a defined context25Fundamental8965Respond to literary texts25Fundamental9007Work with a range of patterns and functions and solve problems25Fundamental9009Work with a range of patterns and functions and solve problems23Fundamental9009Work with a range of patterns and functions and solve problems23Fundamental12444describe and procedures in order to investigate life related problems23* Elective14347Receive, distribute and dispatch mail in an office environment23* Elective14351Manage a diary for self and others24Elective14355Order and distribute office supplies24Elective120308Apply knowledge of self in order to make a personal decision23	Core	14353	Conduct basic financial transactions	2	3
Core110064Contribute to the health, safety and security of the workplace24Fundamental7469Use mathematics to investigate and monitor the financial aspects of personal and community life22Fundamental7480Demonstrate understanding of rational and irrational numbers and number systems23Fundamental8962Maintain and adapt oral communication25Fundamental8963Access and use information from texts25Fundamental8964Write for a defined context25Fundamental8965Respond to literary texts25Fundamental9007Work with a range of patterns and functions and solve problems25Fundamental9009Use of data and procedures in order to investigate life related use of data and procedures in order to investigate life related use of data and procedures in order to investigate life related use of data and represent geometrical relationships in 2-dimensions in different life or workplace contexts3* Elective14347Receive, distribute and dispatch mail in an office environment22Select an additional minimum of 11 credits from the list belowDemonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation and a specific workplace3Elective14352Manage a diary for self and others24Elective14355Order and distribute office supplies22Elective120308Apply knowledge of self in		14359		2	5
Fundamental 7469 Use mathematics to investigate and monitor the financial aspects of personal and community life Fundamental 7480 Demonstrate understanding of rational and irrational numbers and number systems Fundamental 8962 Maintain and adapt oral communication 2 5 Fundamental 8963 Access and use information from texts 2 5 Fundamental 8964 Write for a defined context 2 5 Fundamental 8965 Respond to literary texts 2 5 Fundamental 9007 Work with a range of patterns and functions and solve problems 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 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 * Elective 14347 Receive, distribute and dispatch mail in an office environment 2 2 Select an additional minimum of 11 credits from the list below Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation 3 4 and a specific workplace Elective 14352 Manage a diary for self and others 2 4 Elective 14355 Order and distribute office supplies 2 2 Elective 120308 Apply knowledge of self in order to make a personal decision 2	Core	110064		2	4
Fundamental 8962 Maintain and adapt oral communication 2 5 Fundamental 8963 Access and use information from texts 2 5 Fundamental 8964 Write for a defined context 2 5 Fundamental 8965 Respond to literary texts 2 5 Fundamental 9007 Work with a range of patterns and functions and solve problems 2 5 Fundamental 9009 Work with a range of patterns and probability to influence the use of data and procedures in order to investigate life related 2 3 Fundamental 9009 Measure, estimate and calculate physical quantities and explore, describe and represent geometrical relationships in 2-dimensions in different life or workplace contexts * Elective 14347 Receive, distribute and dispatch mail in an office environment 2 2 Select an additional minimum of 11 credits from the list below Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation and a specific workplace Elective 14352 Manage a diary for self and others 2 4 Elective 14355 Order and distribute office supplies 2 2 Elective 120308 Apply knowledge of self in order to make a personal decision 2 3	Fundamental	7469		2	2
Fundamental8962Maintain and adapt oral communication25Fundamental8963Access and use information from texts25Fundamental8964Write for a defined context25Fundamental8965Respond to literary texts25Fundamental9007Work with a range of patterns and functions and solve problems25Fundamental4pply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life related problems23Fundamental12444Measure, estimate and calculate physical quantities and explore, describe and represent geometrical relationships in 2-dimensions in different life or workplace contexts23* Elective14347Receive, distribute and dispatch mail in an office environment22Select an additional minimum of 11 credits from the list belowDemonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation and a specific workplace34Elective14352Manage a diary for self and others24Elective14355Order and distribute office supplies22Elective120308Apply knowledge of self in order to make a personal decision23	Fundamental	7480	Demonstrate understanding of rational and irrational numbers and	2	3
Fundamental8963Access and use information from texts25Fundamental8964Write for a defined context25Fundamental8965Respond to literary texts25Fundamental9007Work with a range of patterns and functions and solve problems25Fundamental4 Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life related problems23Fundamental12444Measure, estimate and calculate physical quantities and explore, describe and represent geometrical relationships in 2-dimensions in different life or workplace contexts23* Elective14347Receive, distribute and dispatch mail in an office environment22Select an additional minimum of 11 credits from the list belowElective13915Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation and a specific workplace34Elective14352Manage a diary for self and others24Elective14355Order and distribute office supplies22Elective120308Apply knowledge of self in order to make a personal decision23	Fundamental	8962		2	5
Fundamental8964Write for a defined context25Fundamental8965Respond to literary texts25Fundamental9007Work with a range of patterns and functions and solve problems25FundamentalApply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life related problems23FundamentalMeasure, estimate and calculate physical quantities and explore, describe and represent geometrical relationships in 2-dimensions in different life or workplace contexts23* Elective14347Receive, distribute and dispatch mail in an office environment22Select an additional minimum of 11 credits from the list belowDemonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation and a specific workplace34Elective14352Manage a diary for self and others24Elective14355Order and distribute office supplies22Elective120308Apply knowledge of self in order to make a personal decision23	Fundamental	8963		2	5
Fundamental 8965 Respond to literary texts Fundamental 9007 Work with a range of patterns and functions and solve problems Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life related 2 3 problems Measure, estimate and calculate physical quantities and explore, describe and represent geometrical relationships in 2-dimensions in different life or workplace contexts * Elective 14347 Receive, distribute and dispatch mail in an office environment 2 2 Select an additional minimum of 11 credits from the list below Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation and a specific workplace Elective 14352 Manage a diary for self and others 2 4 Elective 14355 Order and distribute office supplies 2 2 5 5 6 6 7 8 8 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9	Fundamental			2	5
Fundamental 9007 Work with a range of patterns and functions and solve problems Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life related problems Measure, estimate and calculate physical quantities and explore, describe and represent geometrical relationships in 2-dimensions in different life or workplace contexts * Elective 14347 Receive, distribute and dispatch mail in an office environment 2 2 Select an additional minimum of 11 credits from the list below Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation and a specific workplace Elective 14352 Manage a diary for self and others 2 4 Elective 14355 Order and distribute office supplies 2 2 Elective 120308 Apply knowledge of self in order to make a personal decision 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 Measure, estimate and calculate physical quantities and explore, describe and represent geometrical relationships in 2-dimensions in different life or workplace contexts * Elective 14347 Receive, distribute and dispatch mail in an office environment 2 2 Select an additional minimum of 11 credits from the list below Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation and a specific workplace Elective 14352 Manage a diary for self and others 2 4 Elective 14355 Order and distribute office supplies 2 2 Elective 120308 Apply knowledge of self in order to make a personal decision 2				2	
Fundamental 12444 describe and represent geometrical relationships in 2-dimensions in different life or workplace contexts * Elective 14347 Receive, distribute and dispatch mail in an office environment 2 2 Select an additional minimum of 11 credits from the list below Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation and a specific workplace Elective 14352 Manage a diary for self and others 2 4 Elective 14355 Order and distribute office supplies 2 2 Elective 120308 Apply knowledge of self in order to make a personal decision 2	Fundamental	9009	Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life related	2	3
Select an additional minimum of 11 credits from the list below Elective Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation and a specific workplace 3 4 Elective 14352 Manage a diary for self and others 2 4 Elective 14355 Order and distribute office supplies 2 2 Elective 120308 Apply knowledge of self in order to make a personal decision 2 3			describe and represent geometrical relationships in 2-dimensions in different life or workplace contexts		
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 Elective 14352 Manage a diary for self and others 2 4 Elective 14355 Order and distribute office supplies 2 2 Elective 120308 Apply knowledge of self in order to make a personal decision 2 3	* Elective	14347	Receive, distribute and dispatch mail in an office environment	2	2
Elective13915workplace, and its effects on a business sub-sector, own organisation and a specific workplace34Elective14352Manage a diary for self and others24Elective14355Order and distribute office supplies22Elective120308Apply knowledge of self in order to make a personal decision23	Select an addit	ional minim		1	
Elective14355Order and distribute office supplies22Elective120308Apply knowledge of self in order to make a personal decision23		13915	workplace, and its effects on a business sub-sector, own organisation	3	4
Elective14355Order and distribute office supplies22Elective120308Apply knowledge of self in order to make a personal decision23	Elective	14352		2	4
					2
				2	3

^{*} Note – Elective Unit Standard: 14347 MUST be part of the qualification. If not, not all the Qualification Exit Level Outcomes are covered for the qualification



Option 2: Integrated programmes material set

S	SAQA D	Qualification Title	NQF	Minimum Credits	Price
2	<u>3833</u>	National Certificate: Business Administration Services (SSETA) Electives: 14347*, 13915, 14352, 14355, 120308	2	130	R 13 500

The *integrated* learning material sets are presented as learning programmes:

		naterial sets are presented as learning programmes:		
Туре	ID	Unit Standard Title	NQF	Credits
		nderstand the business environment		1
Core	14344	Demonstrate an understanding of a selected business environment	2	10
Core	14343	Investigate the structure of an organisation as a workplace	2	8
		lanage time and self	_	_
Elective	120308	Apply knowledge of self in order to make a personal decision	2	3
Core	8618	Organise oneself in the workplace	2	3
Core	14342	Manage time and work processes within a business environment	2	4
Elective	14352	Manage a diary for self and others	2	4
		ehave in a professional manner		
Core	14359	Behave in a professional manner in a business environment	2	5
Core	11235	Maintain effective working relationships with other members of staff	3	1
Core	8420	Operate in a team	2	4
Learning Progr	amme 4: D	eal with customers		
Core	14348	Process incoming and outgoing telephone calls	2	3
Core	14338	Attend to customer enquiries in an office setting	2	2
* Elective	14347	Receive, distribute and dispatch mail in an office environment	2	2
Learning Progr	amme 5: D	eal with information		
All I		Identify and maintain the types of records required in own industry	7	
Core	14339	and understand why it is necessary to create evidence and maintain	2	5
		confidentiality		
Core	14340	Maintain an existing information system in a business environment	2	4
Core	14346	Process numerical and text data in a business environment	2	2
Core	14353	Conduct basic financial transactions	2	3
Learning Progr	amme 6: D	eal with computer systems		
Core	7547	Operate a personal computer system	2	6
Core	7566	Operate personal computer peripherals	2	3
		Demonstrate the ability to use electronic mail software to send and		
Core	7571	receive messages	2	3
^	7500	Demonstrate knowledge of and produce word processing		
Core	7568	documents using basic functions	2	3
Learning Progr	amme 7: D	eal with administrative tasks		
Core	14349	Receive and execute instructions	2	2
Core	8104	Operate and take care of equipment in an office environment	2	2
Elective	14355	Order and distribute office supplies	2	2
Core	110064	Contribute to the health, safety and security of the workplace	2	4
		nderstand current affairs and HIV		<u>'</u>
Core	14341	Keep informed about current affairs related to one's own industry	2	4
	1 10-1	Demonstrate knowledge and understanding of HIV/AIDS in a	-	
Elective	13915	workplace, and its effects on a business sub-sector, own	3	4
LIGOTIVE	10010	organisation and a specific workplace		7
Learning Progr	amme 0· F	undamental communication		<u> </u>
Fundamental	8962	Maintain and adapt oral communication	2	5
Fundamental	8963	Access and use information from texts	2	5
Fundamental	8964	Write for a defined context	2	5
Fundamental	8965	Respond to literary texts	2	5
				<u> </u>
Learning Progr	arrine 10:	Fundamental mathematics		I
Fundamental	7480	Demonstrate understanding of rational and irrational numbers and	2	3
		number systems Measure, estimate and calculate physical quantities and explore		1
Fundamental	19444	Measure, estimate and calculate physical quantities and explore,	2	2
runuamental	12444	describe and represent geometrical relationships in 2-dimensions in	2	3
Fundama:-t-!	0007	different life or workplace contexts		-
Fundamental	9007	Work with a range of patterns and functions and solve problems	2	5
Fundamental	7469	Use mathematics to investigate and monitor the financial aspects of	2	2
		personal and community life		
Frankland 1991	0000	Apply basic knowledge of statistics and probability to influence the		
Fundamental	9009	use of data and procedures in order to investigate life related	2	3
		problems		<u> </u>

^{*} Note – Elective Unit Standard: 14347 MUST be part of the qualification. If not, not all the Qualification Exit Level Outcomes are covered for the qualification



Qualification: 48783: NC: Financial Services

Option 1: Integrated programmes material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>48783</u>	National Certificate: Financial Services (INSETA Electives: 114952, 114958, 114960, 114985	2	138	R 13 500

The *integrated* learning material sets are presented as learning programmes:

Type	ID	Unit Standard Title	NQF	Credits
	amme 1: P	ersonal effectiveness		
Fundamental	8967	Use language and communication in occupational learning programmes	2	5
Core	11813	Apply knowledge of self in order to make a life decision	2	3
Core	114936	Participate effectively in a team or group	2	2
Elective	114952	Apply problem-solving techniques to make a decision or solve a problem in a real life context	3	2
Learning Progr	amma 2. C	ommunication and Maths fundamentals		
Fundamental	8962	Maintain and adapt oral communication	2	4
Fundamental	8963	Access and use information from texts	2	5
Fundamental	8964	Write for a defined context	2	5
Fundamental	0904	Demonstrate understanding of rational and irrational numbers and		5
Fundamental	7480	number systems	2	3
Fundamental	9008	Identify, describe, compare, classify, explore shape and motion in 2- and 3-dimensional shapes in different contexts	2	3
Fundamental	9007	Work with a range of patterns and functions and solve problems	2	5
Learning Progr	amme 3: F	inancial services workplace		
Core	114953	Investigate the nature of the financial services market in South Africa	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	2	3
Core	114955	Indicate the sub-sectors of the Financial Services industry and the role of insurance and investment in the industry	2	5
Core	114954	Explain the structure of the insurance and investment sub-sector in South Africa	2	5
Core	114962	Investigate the structure of a financial services workplace	2	3
Core	114969	Keep informed about current affairs related to a business sector or industry	2	10
Elective	114985	Indicate how different needs lead to the development of different Financial Service products	3	4
Learning Progr	amme 1. E	inancial legislation		
Core	113918	Explain the implications of the Financial Advisors and Intermediaries Services` Act, (FAIS) for employees in financial services organisations	2	2
Core	113904	Explain how money laundering legislation impacts on monetary transactions in South Africa	2	2
Learning Progr	amme 5: H	ealth and safety		
Core	114957	Contribute to the health, safety and security of a financial services workplace	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	2	5
Core	114966	Explain the types of compulsory statutory insurance in South Africa	3	2
Learning Progr	amme 6: F	inancial literacy		
Fundamental	7469	Use mathematics to investigate and monitor the financial aspects of personal and community life	2	2
Fundamental	10718	Use a personal budget to manage own money	2	3
Elective	10712	Manage personal expenditure	3	3
Fundamental	10715	Investigate credit in own circumstances	2	3
Fundamental	10717	Examine the applications of the Basic Conditions of Employment Act and its effect on earnings in own contract	2	2
Elective	114960	Investigate the need to provide financially for own retirement	3	3
Fundamental	10716	Examine the costs and benefits of using banking institutions for the	2	3
		managing of personal finances	_	
		rofessional behaviour and customer service		
Core	114974	Apply the basic skills of customer service	2	2
Core	114959	Behave in a professional manner in a business environment	2	4
Elective	9303	Communicate verbally with clients in a financial environment	3	3



NQF2 SETA Qualification Learning Material Sets

Туре	ID	Unit Standard Title	NQF	Credits
Core	113924	Apply basic business ethics in a work environment	2	2
Learning Progr	ramme 8: W	/orkplace skills for financial services		
Core	114973	Identify the types of records required in the financial services industry and indicate why it is necessary to create evidence	2	2
Core	114971	Maintain an existing information system in a financial services environment	2	2
Core	14342	Manage time and work processes within a business environment	2	4
Core	115772	Use time management techniques to manage time in a financial services environment	2	2
Elective	114958	Market an assistance policy	2	3

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

The INSETA materials are created in Integrated learning programme material sets. Each learning material set consists of the following specified 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



Qualification: 49280: NC: Wholesale and Retail Distribution

Option 1: Single unit standards material set for a qualification or learnership

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>49280</u>	National Certificate: Wholesale and Retail Distribution	2	120	R 13 500

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



Option 2: Integrated programmes material set for a qualification or learnership

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>49280</u>	National Certificate: Wholesale and Retail Distribution Electives: 114902, 117887, 117891, 117892, 117901	2	125 (120 needed)	R 13 500

The integrated learning material sets are presented as learning programmes:

Туре	ID	Unit Standard Title	NQF	Credits
Learning Progr	amme 1: O	ccupational Learning		
Fundamental	8967	Use language and communication in occupational learning programmes	2	5
Learning Progr	amme 2: C	ore Concepts and Safety		
Core	114895	Define the core concepts of the wholesale and retail environment	2	10
Elective	117892	Maintain a safe and secure environment in a distribution centre	2	12
Learning Progr	amme 3: F	undamental Communication		
Fundamental	8962	Maintain and adapt oral communication	2	5
Fundamental	8963	Access and use information from texts	2	5
Fundamental	8964	Write for a defined context	2	5
Learning Progr	amme 4: M	lathematical Literacy		•
Fundamental	7480	Demonstrate understanding of rational and irrational numbers and number systems	2	3
Fundamental	9007	Work with a range of patterns and functions and solve problems	2	5
Fundamental	9008	Identify, describe, compare, classify, explore shape and motion in 2- and 3-dimensional shapes in different contexts	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	2	3
Learning Progr	amme 5: F	inancial Aspects		
Fundamental	7469	Use mathematics to investigate and monitor the financial aspects of personal and community life	2	2
Elective	117887	Complete basic business calculations	2	5
Learning Progr	amme 6: P	ick and pack stock		
Core	117898	Move, pack and maintain stock in a distribution centre/warehouse	2	12
Core	117899	Pick stock in a distribution centre/warehouse	2	12
Learning Progr	amme 7: R	eceive and Despatch Stock		
Elective	114902	Operate a computer in a Wholesale/Retail outlet	2	6
Elective	117891	Despatch stock from a distribution centre	3	15
Elective	117901	Receive stock in a DC/Warehouse	3	12
Learning Progr		ount Stock		
Core	114891	Count stock for a stock-take	2	5



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

Option 1: Single unit standards material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>49648</u>	National Certificate: New Venture Creation (SSETA)	2	138	R 13 500

Туре	ID	Unit Standard Title	NQF	Credits
Core	113924	Apply basic business ethics in a work environment	2	2
Core	114959	Behave in a professional manner in a business environment	2	4
Core	114974	Apply the basic skills of customer service	2	2
Core	119666	Determine financial requirements of a new venture	2	8
Core	119667	Identify the composition of a selected new venture's industry/sector and its procurement systems	2	8
Core	119668	Manage business operations	2	8
Core	119669	Match new venture opportunity to market needs	2	6
Core	119670	Produce a business plan for a new venture	2	8
Core	119672	Manage marketing and selling processes of a new venture	2	7
Core	119673	Identify and demonstrate entrepreneurial ideas and opportunities	2	7
Core	119674	Manage finances for a new venture	2	10
Fundamental	7469	Use mathematics to investigate and monitor the financial aspects of personal and community life	2	2
Fundamental	7480	Demonstrate understanding of rational and irrational numbers and number systems	2	3
Fundamental	8962	Maintain and adapt oral communication	2	5
Fundamental	8963	Access and use information from texts	2	5
Fundamental	8964	Write for a defined context	2	5
Fundamental	8967	Use language and communication in occupational learning programmes	2	5
Fundamental	9007	Work with a range of patterns and functions and solve problems	2	5
Fundamental	9008	Identify, describe, compare, classify, explore shape and motion in 2- and 3-dimensional shapes in different contexts	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	2	3
Select an addit	tional minim	um of 32 credits from the list below		
Elective	9964	Apply health and safety to a work area	2	3
Elective	13912	Apply knowledge of self and team in order to develop a plan to enhance team performance	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	3	4
Elective	13929	Co-ordinate meetings, minor events and travel arrangements	3	3
Elective	13930	Monitor and control the receiving and satisfaction of visitors	3	4
Elective	13932	Prepare and process documents for financial and banking processes	3	5
Elective	13933	Plan, monitor and control an information system in a business environment	3	3
Elective	13934	Plan and prepare meeting communications	3	4
Elective	14340	Maintain an existing information system in a business environment	2	4
Elective	14341	Keep informed about current affairs related to one's own industry	2	4
Elective	14343	Investigate the structure of an organisation as a workplace	2	8
Elective	14346	Process numerical and text data in a business environment	2	2
Elective	119476	Operate and take care of equipment in an office environment	2	2
Elective	119671	Administer contracts for a selected new venture	3	10
Elective	119712	Tender for business or work in a selected new venture	3	8
	119713	Apply basic HR principles in a new venture	3	4



Option 2: Integrated programmes material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>49648</u>	National Certificate: New Venture Creation (SSETA) Electives: 13912, 13915, 13930, 13932, 14341, 119712, 119713	2	138	R 13 500

The *integrated* learning material sets are presented as learning programmes:

		iaterial sets are presented as learning programmes.		
Type	ID	Unit Standard Title	NQF	Credits
Learning Progr	amme 1: O	ccupational Learning		
Fundamental	8967	Use language and communication in occupational learning programmes	2	5
Fundamental	8962	Maintain and adapt oral communication	2	5
		ntrepreneurship		
Core	119673	Identify and demonstrate entrepreneurial ideas and opportunities	2	7
Learning Progr				l
Fundamental	7480	Demonstrate understanding of rational and irrational numbers and number systems	2	3
Fundamental	9008	Identify, describe, compare, classify, explore shape and motion in 2- and 3-dimensional shapes in different contexts	2	3
Fundamental	9007	Work with a range of patterns and functions and solve problems	2	5
Learning Progr	amme 4: B	usiness Writing		
Fundamental	8963	Access and use information from texts	2	5
Fundamental	8964	Write for a defined context	2	5
	amme 5: N	ew Venture Financial and Industry Aspects		l.
Fundamental	7469	Use mathematics to investigate and monitor the financial aspects of personal and community life	2	2
Core	119667	Identify the composition of a selected new venture's industry/sector and its procurement systems	2	8
Elective	14341	Keep informed about current affairs related to one's own industry	2	4
		roduce a Business Plan		ı
Core	119666	Determine financial requirements of a new venture	2	8
Core	119669	Match new venture opportunity to market needs	2	6
Core	119670	Produce a business plan for a new venture	2	8
		lanage Marketing and Sales	_	
Core	119672	Manage marketing and selling processes of a new venture	2	7
Elective	119712	Tender for business or work in a selected new venture	3	8
		lanage Customer Service		
Core	114974	Apply the basic skills of customer service	2	2
Core	114959	Behave in a professional manner in a business environment	2	4
Elective	13930	Monitor and control the receiving and satisfaction of visitors	3	4
		lanage Finances	3	4
Core	119674	Manage finances for a new venture	2	10
Elective	13932	Prepare and process documents for financial and banking processes	3	5
		Manage Operations	3	_ 5
Core	119668	Manage business operations	2	8
Core	113924		2	2
		Apply basic business ethics in a work environment		
Elective		Manage People	2	1
Elective	119713	Apply basic HR principles in a new venture	3	4
Elective	13912	Apply knowledge of self and team in order to develop a plan to enhance team performance	3	5
Learning Progr	amme 12:	Deal with HIV/AIDS		ı
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	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	2	3



Option 3: Integrated programmes material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>49648</u>	National Certificate: New Venture Creation (SSETA) Electives: 9964, 13915, 14341, 13929, 119671, 119712, 119713	2	138	R 13 500

The *integrated* learning material sets are presented as learning programmes:

Туре	ID	Unit Standard Title	NQF	Credits
Learning Progr	amme 1: O	ccupational Learning		
		Use language and communication in occupational learning	0	_
Fundamental	8967	programmes	2	5
Fundamental	8962	Maintain and adapt oral communication	2	5
Learning Progr		ntrepreneurship		
Core	119673	Identify and demonstrate entrepreneurial ideas and opportunities	2	7
Learning Progr	amme 3: N	umeracy Skills		
Fundamental	7480	Demonstrate understanding of rational and irrational numbers and	2	3
- undamental		number systems		
Fundamental	9008	Identify, describe, compare, classify, explore shape and motion in 2- and 3-dimensional shapes in different contexts	2	3
Fundamental	9007	Work with a range of patterns and functions and solve problems	2	5
		usiness Writing		
Fundamental	8963	Access and use information from texts	2	5
Fundamental	8964	Write for a defined context	2	5
		ew Venture Financial and Industry Aspects		J
		Use mathematics to investigate and monitor the financial aspects of	75	
Fundamental 7469 Ose matternatios to investigate and monitor the invalidar aspects of personal and community life			2	2
		Identify the composition of a selected new venture's industry/sector		
and its procurement systems		2	8	
Elective 14341 Keep informed about current affairs related to one's own industry		2	4	
		roduce a Business Plan		
Core	119666	Determine financial requirements of a new venture	2	8
Core	119669	Match new venture opportunity to market needs	2	6
Core	119670	Produce a business plan for a new venture	2	8
		lanage Marketing and Sales		O
Core	119672	Manage marketing and selling processes of a new venture	2	7
Elective	119072	Tender for business or work in a selected new venture	3	8
		pply Ethics and Customer Service	3	0
			2	2
Core	114974	Apply the basic skills of customer service	2	4
Core	114959 113924	Behave in a professional manner in a business environment		2
Core		Apply basic business ethics in a work environment lanage Finances and Contracts	2	
	119674		2	10
Core		Manage finances for a new venture	3	10
Elective	119671	Administer contracts for a selected new venture	3	10
		Manage Operations and OHS	2	0
Core			2	8
Elective				3
			2	1
Elective				4
Elective			3	3
Learning Progr	anne 12:			
Floating	12045		2	4
Elective	ive 9964 Apply health and safety to a work area 2 pring Programme 11: Manage People and Meeting Processes 2 ive 119713 Apply basic HR principles in a new venture 3 ive 13929 Co-ordinate meetings, minor events and travel arrangements 3 ining Programme 12: Deal with HIV/AIDS 2 Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation			4
		and a specific workplace		
Fundamental	9009	Apply basic knowledge of statistics and probability to influence the use	2	3
	l vo loarning	of data and procedures in order to investigate life related problems		



Option 4: Integrated programmes material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>49648</u>	National Certificate: New Venture Creation (SSETA) Electives: 9964, 13915, 13929, 14341, 119671, 119712, 119713	2	138	R 13 500

The *integrated* learning material sets are presented as learning programmes:

Туре	ID	Unit Standard Title	NQF	Credits
Learning Progr	amme 1: O	ccupational Learning		
Fundamental	8967	Use language and communication in occupational learning programmes	2	5
Fundamental	8962	Maintain and adapt oral communication	2	5
		ntrepreneurship		
Core	119673	Identify and demonstrate entrepreneurial ideas and opportunities	2	7
Learning Progr	amme 3: N			
Fundamental	7480	Demonstrate understanding of rational and irrational numbers and number systems	2	3
Fundamental	9008	Identify, describe, compare, classify, explore shape and motion in 2- and 3-dimensional shapes in different contexts	2	3
Fundamental	9007	Work with a range of patterns and functions and solve problems	2	5
Learning Progr	amme 4: B	usiness Writing		
Fundamental	8963	Access and use information from texts	2	5
Fundamental	8964	Write for a defined context	2	5
Learning Progr	amme 5: N	ew Venture Financial and Industry Aspects		
Fundamental	7469	Use mathematics to investigate and monitor the financial aspects of personal and community life	2	2
Core	119667	Identify the composition of a selected new venture's industry/sector and its procurement systems	2	8
Elective	14343	Investigate the structure of an organisation as a workplace	2	8
Learning Progr	amme 6: P	roduce a Business Plan		L
Core	119666	Determine financial requirements of a new venture	2	8
Core	119669	Match new venture opportunity to market needs	2	6
Core	119670	Produce a business plan for a new venture	2	8
Learning Progr		lanage Marketing and Sales		L
Core	119672	Manage marketing and selling processes of a new venture	2	7
Elective	119712	Tender for business or work in a selected new venture	3	8
		pply Customer Service and Ethics		L
Core	114974	Apply the basic skills of customer service	2	2
Core	114959	Behave in a professional manner in a business environment	2	4
Core	113924	Apply basic business ethics in a work environment	2	2
		lanage Finances and Team Performance		L
Core	119674	Manage finances for a new venture	2	10
Elective	13912	Apply knowledge of self and team in order to develop a plan to enhance team performance	3	5
Learning Progr	amme 10:	Manage Operations and Equipment		
Core	119668	Manage business operations	2	8
Elective	114976	Operate and take care of equipment in an office environment	2	2
Learning Progr		Manage Meetings		I
Elective	13929	Co-ordinate meetings, minor events and travel arrangements	3	3
Elective	13934	Plan and prepare meeting communications (replacement)	3	4
		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	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	2	3



Option 5: Integrated programmes material set

SAQ/ ID	Qualification Title	NQF	Minimum Credits	Price
4964	National Certificate: New Venture Creation (SSETA) Electives: 9964, 13932, 13934, 119671, 119712, 119713	2	138	R 13 500

The *integrated* learning material sets are presented as learning programmes:

Type	ID	Unit Standard Title	NQF	Credits
	amme 1: O	ccupational Learning		
	8967	Use language and communication in occupational learning	2	_
Fundamental	8967	programmes	2	5
Fundamental	8962	Maintain and adapt oral communication	2	5
Learning Progra		ntrepreneurship		
Core	119673	Identify and demonstrate entrepreneurial ideas and opportunities	2	7
Learning Progra	amme 3: N			
Fundamental	7480	Demonstrate understanding of rational and irrational numbers and	2	3
Tundamentai	7-00	number systems		3
Fundamental	9008	Identify, describe, compare, classify, explore shape and motion in 2-	2	3
		and 3-dimensional shapes in different contexts		
Fundamental	9007	Work with a range of patterns and functions and solve problems	2	5
Fundamental	9009	Apply basic knowledge of statistics and probability to influence the use	2	3
	100	of data and procedures in order to investigate life related problems		
Learning Progra				
Fundamental	8963	Access and use information from texts	2	5
Fundamental	8964	Write for a defined context	2	5
Learning Progra	amme 5: N	ew Venture Financial and Industry Aspects		
Fundamental 7469		Use mathematics to investigate and monitor the financial aspects of	2	2
Tanaamentai	7400	personal and community life		
Core	119667	Identify the composition of a selected new venture's industry/sector	2	8
		and its procurement systems		
		roduce a Business Plan		
Core	119666	Determine financial requirements of a new venture	2	8
Core	119669	Match new venture opportunity to market needs	2	6
Core	119670	Produce a business plan for a new venture	2	8
Learning Progra		lanage Marketing and Sales		
Core	119672	Manage marketing and selling processes of a new venture	2	7
Elective	119712	Tender for business or work in a selected new venture	3	8
	amme 8: A	pply Customer Service and Ethics		
Core	114974	Apply the basic skills of customer service	2	2
Core	114959	Behave in a professional manner in a business environment	2	4
Core	113924	Apply basic business ethics in a work environment	2	2
Learning Progra		lanage Finances		
Core	119674	Manage finances for a new venture	2	10
Elective	13932	Prepare and process documents for financial and banking processes	3	5
Learning Progra	amme 10: l	Manage Operations and Contracts		
Core	119668	Manage business operations	2	8
Elective	119671	Administer contracts for a selected new venture	3	10
	amme 11: l	Manage HR, Safety and Meetings		
Elective	119713	Apply basic HR principles in a new venture	3	4
	9964	Apply health and safety to a work area	2	3
Elective	000.			



Option 6: Integrated programmes material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>49648</u>	National Certificate: New Venture Creation (SSETA) Electives: 13915, 14343, 13929, 13932, 119671, 119712	2	138	R 13 500

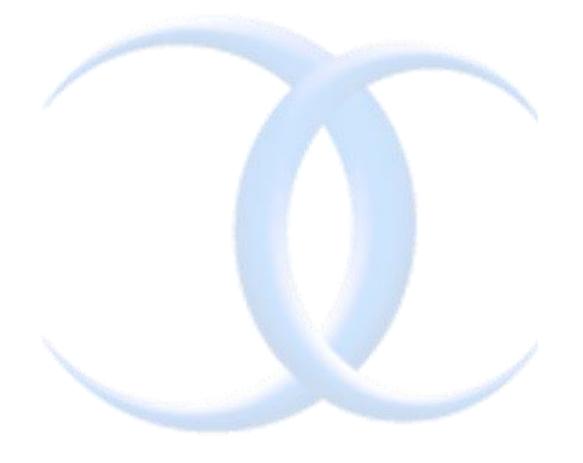
The *integrated* learning material sets are presented as learning programmes:

		Lucit Otan Jan Tilla	NOT	0 !!!
Type	ID	Unit Standard Title	NQF	Credits
Learning Progr	ramme 1: C	ccupational Learning		
Fundamental	8967	Use language and communication in occupational learning programmes	2	5
Fundamental	8962	Maintain and adapt oral communication	2	5
Learning Progr	amme 2: E	ntrepreneurship		
Core	119673	Identify and demonstrate entrepreneurial ideas and opportunities	2	7
Learning Progr	amme 3: N	umeracy Skills		
Fundamental	7480	Demonstrate understanding of rational and irrational numbers and number systems	2	3
Fundamental	9008	Identify, describe, compare, classify, explore shape and motion in 2- and 3-dimensional shapes in different contexts	2	3
Fundamental	9007	Work with a range of patterns and functions and solve problems	2	5
Learning Progr	ramme 4: B	usiness Writing		
Fundamental	8963	Access and use information from texts	2	5
Fundamental	8964	Write for a defined context	2	5
	1	ew Venture Financial and Industry Aspects		
Fundamental	7469	Use mathematics to investigate and monitor the financial aspects of personal and community life	2	2
Core	119667	Identify the composition of a selected new venture's industry/sector and its procurement systems	2	8
Elective	14343	Investigate the structure of an organisation as a workplace	2	8
		roduce a Business Plan		
Core	119666	Determine financial requirements of a new venture	2	8
Core	119669	Match new venture opportunity to market needs	2	6
Core	119670	Produce a business plan for a new venture	2	8
		lanage Marketing and Sales	_	
Core	119672	Manage marketing and selling processes of a new venture	2	7
Elective	119712	Tender for business or work in a selected new venture	3	8
		lanage Customer Service		
Core	114974	Apply the basic skills of customer service	2	2
Core	114959	Behave in a professional manner in a business environment	2	4
Core	13930	Monitor and control the receiving and satisfaction of visitors	3	4
		lanage Finances		
Core	119674	Manage finances for a new venture	2	10
Elective	13932	Prepare and process documents for financial and banking processes	3	5
		Manage Operations		
Core	119668	Manage business operations	2	8
Core	113924	Apply basic business ethics in a work environment	2	2
		Manage Meetings and Contracts	_	
Elective	13929	Co-ordinate meetings, minor events and travel arrangements	3	3
Elective	119671	Administer contracts for a selected new venture	3	10
		Deal with HIV/AIDS		
Loaning i rogi	12.	Demonstrate knowledge and understanding of HIV/AIDS in a		
Elective	13915	workplace, and its effects on a business sub-sector, own organisation and a specific workplace	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	2	3
to. The abov	vo loorning	n programmes are available for sale as individual learning program	mac	



Additional and Separate Integrated Learning Programmes

Type	ID	Unit Standard Title	NQF	Credits
LP: HIV Co	LP: HIV Counsellor in the Workplace		R5 (00-00
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	3	4
Core	114959	Behave in a professional manner in a business environment	2	4
Core	113924	Apply basic business ethics in a work environment	2	2





Qualification: 58206: NC: Wholesale and Retail Operations

Option 1: Specialisation: Chain Store Operations - Single unit standards material set for a Learnership

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
58206	National Certificate: Wholesale and Retail Operations (WR SETA) Compulsory Electives: 114889, 114891, 114894, 114906, 114912	2	131	R 13 500

Type	ID	Unit Standard Title	NQF	Credits
Core	114895	Define the core concepts of the wholesale and retail environment	2	10
Core	114903	Interact with customers	2	8
Core	117887	Complete basic business calculations	2	5
		Use mathematics to investigate and monitor the financial aspects of		
Fundamental	7469	personal and community life	2	2
Fundamental	7400	Demonstrate understanding of rational and irrational numbers and	2	3
Fundamental	7480	number systems		
Fundamental	9007	Work with a range of patterns and functions and solve problems	2	5
Fundamental	9008	Identify, describe, compare, classify, explore shape and motion in 2-	2	3
Tundamentai	9000	and 3-dimensional shapes in different contexts		J
	-	Apply basic knowledge of statistics and probability to influence the		
Fundamental	9009	use of data and procedures in order to investigate life related	2	3
		problems		
Fundamental	119454	Maintain and adapt oral/signed communication	2	5
Fundamental	119456	Write/present for a defined context	2	5
Fundamental	119460	Use language and communication in occupational learning	2	5
		programmes	_	
Fundamental	119463	Access and use information from texts	2	5
Compulsory	114889	Record transactions	2	8
Elective		1100010 1101100010110	_	
Compulsory	114891	Count stock for a stock-take	2	5
Elective				
Compulsory	114894	Process payment at a Point of Sales (POS)	2	10
Elective				
Compulsory	114906	Mark merchandise and maintain displays	2	10
Elective				
Compulsory	114912	Maintain a safe and secure wholesale and retail environment	2	10
Elective	ional minim	um of 29 credits from the list below for a learnership		
Select arr addit		Input data received onto appropriate computer packages within a	1	
Elective	10349	Contact Centre	2	12
Elective	10353	Meet performance standards within a Contact Centre	2	6
Elective	10354	Contribute to a diverse working environment in a Contact Centre	2	8
Elective	13883	Apply out-bound Contact Centre Operations	3	8
Elective	13932	Prepare and process documents for financial and banking processes	3	5
Elective	14342	Manage time and work processes within a business environment	2	4
Elective	14359	Behave in a professional manner in a business environment	2	5
Elective	114890	Perform office functions in a wholesale and retail outlet	2	4
Elective	114892	Dispatch stock (in a retail / wholesale outlet)	3	10
Elective	114893	Pack customer purchases at point of sales	2	3
Elective	114896	Receive stock (in a retail / wholesale outlet)	3	12
Elective	114900	Sell products to customers in a Wholesale and Retail outlet	3	12
Elective	114902	Operate a computer in a Wholesale/Retail outlet	2	6
Elective	114911	Resolve customer queries / complaints	3	8
Elective	117900	Plan self development	2	10
Elective	119666	Determine financial requirements of a new venture	2	8
Elective	119674	Manage finances for a new venture	2	10
Elective	243672	Maintain the stockroom	3	10
		Identify the role of the fast moving consumer goods merchandiser in		
Elective	243673	the wholesale and retail industry	2	8
Elective	243676	Source and collect products for resale	2	12
		Recommend orders for clients in a fast moving consumer goods		
Elective	243679	environment	3	8
Elective	243680	Take orders from customers	3	12
Elective	243681	Uplift stock for return	3	5



Option 2: Specialisation: Chain Store Operations - Integrated programmes material set for a Learnership

	SAQA D	Qualification Title	NQF	Minimum Credits	Price
1	5 <u>8206</u>	National Certificate: Wholesale and Retail Operations (WR SETA) Compulsory Electives: 114889, 114891, 114894, 114906, 114912 Electives: 14359, 114892, 114896, 114902, 243672	2	145 (131 needed)	R 13 500

The integrated learning material sets are presented as learning programmes:

Type	ID	Unit Standard Title	NQF	Credits
Learning Progra	amme 1: Oc	cupational Learning		
Fundamental	119460	Use language and communication in occupational learning	2	5
		programmes		J
Learning Progra				
Core	114895	Define the core concepts of the wholesale and retail environment	2	10
Compulsory Elective	114912	Maintain a safe and secure wholesale and retail environment	2	10
	amme 3: Wo	orkplace Communication		
Fundamental	119463	Access and use information from texts	2	5
Fundamental	119456	Write/present for a defined context	2	5
Fundamental	119454	Maintain and adapt oral/signed communication	2	5
Learning Progra	amme 4: Ma	athematical Literacy		
Fundamental	7480	Demonstrate understanding of rational and irrational numbers and	2	3
Fundamental	number systems			3
Fundamental	9007	Work with a range of patterns and functions and solve problems	2	5
Fundamental	9008	Identify, describe, compare, classify, explore shape and motion in 2-	2	3
Fundamentai	9006	and 3-dimensional shapes in different contexts		3
		Apply basic knowledge of statistics and probability to influence the		
Fundamental	9009	use of data and procedures in order to investigate life related	2	3
		problems		
Learning Progra	amme 5: Fir	nancial Aspects		
Fundamental	7469	Use mathematics to investigate and monitor the financial aspects of	0	2
Fundamentai	7469	personal and community life	2	
Core	117887	Complete basic business calculations	2	5
Learning Progra	amme 6: Cu	stomer Service		
Core	114903	Interact with customers	2	8
Elective	14359	Behave in a professional manner in a business environment	2	5
Learning Progra				
Compulsory Elective	114894	Process payment at a Point of Sales (POS)	2	10
Compulsory Elective	114889	Record transactions	2	8
Elective	114902	Operate a computer in a Wholesale/Retail outlet	2	6
	amme 8: Me	erchandise and Maintain Stock		
Compulsory			2	10
Elective	114906	Mark merchandise and maintain displays	2	10
Elective	243672	Maintain the stockroom	3	10
		ceive and Dispatch Stock		
Elective	114896	Receive stock (in a retail / wholesale outlet)	3	12
Elective	114892	Dispatch stock (in a retail / wholesale outlet)	3	10
Learning Progra	amme 10: C	ount Stock		
Compulsory			2	E
Elective	114891	Count stock for a stock-take	2	5
Lata Tha abas	. 1	and the second s	•	



Option 3: Specialisation: Wholesale Operations - Single unit standards material set for a Learnership

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>58206</u>	National Certificate: Wholesale and Retail Operations (WR SETA) Compulsory Electives: 114891, 114912, 117899, 243680, 243712	2	130	R 13 500

_	ID	Unit Standard Title	NQF	Credits
Core	114895	Define the core concepts of the wholesale and retail environment	2	10
Core	114903	Interact with customers	2	8
Core	117887	Complete basic business calculations	2	5
Fundamental	7469	Use mathematics to investigate and monitor the financial aspects of personal and community life	2	2
Fundamental	7480	Demonstrate understanding of rational and irrational numbers and number systems	2	3
Fundamental	9007	Work with a range of patterns and functions and solve problems	2	5
Fundamental	9008	Identify, describe, compare, classify, explore shape and motion in 2- and 3-dimensional shapes in different contexts	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		3
Fundamental	119454	Maintain and adapt oral/signed communication	2	5
Fundamental	119456	Write/present for a defined context	2	5
Fundamental	119460	Use language and communication in occupational learning programmes	2	5
Fundamental	119463	Access and use information from texts		5
Compulsory Elective	114891	Count stock for a stock-take	2	5
Compulsory Elective	114912	Maintain a safe and secure wholesale and retail environment	2	10
Compulsory Elective	117899	Pick stock in a distribution centre / warehouse	2	12
Compulsory Elective	243680	Take orders from customers	3	12
Compulsory Elective	243712	Address customer queries in a wholesale environment	3	10
Select an additi	onal minimu	um of 22 credits from the list below for a learnership		
Elective	10349	Input data received onto appropriate computer packages within a Contact Centre	2	12
	10349 10353		2	12 6
Elective		Contact Centre		
Elective Elective	10353	Contact Centre Meet performance standards within a Contact Centre	2	6
Elective Elective	10353 10354	Contact Centre Meet performance standards within a Contact Centre Contribute to a diverse working environment in a Contact Centre	2 2	6 8
Elective Elective Elective	10353 10354 13883	Contact Centre Meet performance standards within a Contact Centre Contribute to a diverse working environment in a Contact Centre Apply out-bound Contact Centre Operations	2 2 3	6 8 8
Elective Elective Elective Elective Elective	10353 10354 13883 13932	Contact Centre Meet performance standards within a Contact Centre Contribute to a diverse working environment in a Contact Centre Apply out-bound Contact Centre Operations Prepare and process documents for financial and banking processes Manage time and work processes within a business environment	2 2 3 3	6 8 8 5
Elective Elective Elective Elective Elective Elective	10353 10354 13883 13932 14342	Contact Centre Meet performance standards within a Contact Centre Contribute to a diverse working environment in a Contact Centre Apply out-bound Contact Centre Operations Prepare and process documents for financial and banking processes	2 2 3 3 2	6 8 8 5 4
Elective Elective Elective Elective Elective Elective Elective Elective Elective	10353 10354 13883 13932 14342 14359	Contact Centre Meet performance standards within a Contact Centre Contribute to a diverse working environment in a Contact Centre Apply out-bound Contact Centre Operations Prepare and process documents for financial and banking processes Manage time and work processes within a business environment Behave in a professional manner in a business environment Record transactions	2 2 3 3 2 2 2	6 8 8 5 4 5
Elective Elective Elective Elective Elective Elective Elective	10353 10354 13883 13932 14342 14359 114889	Contact Centre Meet performance standards within a Contact Centre Contribute to a diverse working environment in a Contact Centre Apply out-bound Contact Centre Operations Prepare and process documents for financial and banking processes Manage time and work processes within a business environment Behave in a professional manner in a business environment Record transactions Perform office functions in a wholesale and retail outlet	2 2 3 3 2 2	6 8 8 5 4 5
Elective	10353 10354 13883 13932 14342 14359 114889 114890 114892	Contact Centre Meet performance standards within a Contact Centre Contribute to a diverse working environment in a Contact Centre Apply out-bound Contact Centre Operations Prepare and process documents for financial and banking processes Manage time and work processes within a business environment Behave in a professional manner in a business environment Record transactions Perform office functions in a wholesale and retail outlet Dispatch stock (in a retail / wholesale outlet)	2 2 3 3 2 2 2 2 2 3	6 8 8 5 4 5 8 4
Elective	10353 10354 13883 13932 14342 14359 114889 114890 114892 114893	Contact Centre Meet performance standards within a Contact Centre Contribute to a diverse working environment in a Contact Centre Apply out-bound Contact Centre Operations Prepare and process documents for financial and banking processes Manage time and work processes within a business environment Behave in a professional manner in a business environment Record transactions Perform office functions in a wholesale and retail outlet Dispatch stock (in a retail / wholesale outlet) Pack customer purchases at point of sales	2 2 3 3 2 2 2 2	6 8 8 5 4 5 8
Elective	10353 10354 13883 13932 14342 14359 114889 114890 114892 114893 114894	Contact Centre Meet performance standards within a Contact Centre Contribute to a diverse working environment in a Contact Centre Apply out-bound Contact Centre Operations Prepare and process documents for financial and banking processes Manage time and work processes within a business environment Behave in a professional manner in a business environment Record transactions Perform office functions in a wholesale and retail outlet Dispatch stock (in a retail / wholesale outlet) Pack customer purchases at point of sales Process payment at a Point of Sales (POS)	2 2 3 3 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	6 8 8 5 4 5 8 4 10 3
Elective	10353 10354 13883 13932 14342 14359 114889 114890 114892 114893 114894 114896	Contact Centre Meet performance standards within a Contact Centre Contribute to a diverse working environment in a Contact Centre Apply out-bound Contact Centre Operations Prepare and process documents for financial and banking processes Manage time and work processes within a business environment Behave in a professional manner in a business environment Record transactions Perform office functions in a wholesale and retail outlet Dispatch stock (in a retail / wholesale outlet) Pack customer purchases at point of sales Process payment at a Point of Sales (POS) Receive stock (in a retail / wholesale outlet)	2 2 3 3 2 2 2 2 2 2 2 3 2 2 3	6 8 8 5 4 5 8 4 10 3 10
Elective	10353 10354 13883 13932 14342 14359 114889 114890 114892 114893 114894 114896 114900	Contact Centre Meet performance standards within a Contact Centre Contribute to a diverse working environment in a Contact Centre Apply out-bound Contact Centre Operations Prepare and process documents for financial and banking processes Manage time and work processes within a business environment Behave in a professional manner in a business environment Record transactions Perform office functions in a wholesale and retail outlet Dispatch stock (in a retail / wholesale outlet) Pack customer purchases at point of sales Process payment at a Point of Sales (POS) Receive stock (in a retail / wholesale outlet) Sell products to customers in a Wholesale and Retail outlet	2 2 3 3 2 2 2 2 2 2 2 2 3 3 3 2 2 2 3 3 3 2 3 3 2 3	6 8 8 5 4 5 8 4 10 3 10 12
Elective	10353 10354 13883 13932 14342 14359 114889 114890 114893 114894 114896 114900 114902	Contact Centre Meet performance standards within a Contact Centre Contribute to a diverse working environment in a Contact Centre Apply out-bound Contact Centre Operations Prepare and process documents for financial and banking processes Manage time and work processes within a business environment Behave in a professional manner in a business environment Record transactions Perform office functions in a wholesale and retail outlet Dispatch stock (in a retail / wholesale outlet) Pack customer purchases at point of sales Process payment at a Point of Sales (POS) Receive stock (in a retail / wholesale outlet) Sell products to customers in a Wholesale and Retail outlet Operate a computer in a Wholesale/Retail outlet	2 2 3 3 2 2 2 2 2 3 2 2 2 3 3 2 2 2 2 2	6 8 8 5 4 5 8 4 10 3 10 12 12 6
Elective	10353 10354 13883 13932 14342 14359 114889 114890 114893 114894 114896 114900 114902 114906	Contact Centre Meet performance standards within a Contact Centre Contribute to a diverse working environment in a Contact Centre Apply out-bound Contact Centre Operations Prepare and process documents for financial and banking processes Manage time and work processes within a business environment Behave in a professional manner in a business environment Record transactions Perform office functions in a wholesale and retail outlet Dispatch stock (in a retail / wholesale outlet) Pack customer purchases at point of sales Process payment at a Point of Sales (POS) Receive stock (in a retail / wholesale outlet) Sell products to customers in a Wholesale and Retail outlet Operate a computer in a Wholesale/Retail outlet Mark merchandise and maintain displays	2 2 3 3 2 2 2 2 2 2 3 3 2 2 2 2 2 2 2 2	6 8 8 5 4 5 8 4 10 3 10 12 12 6
Elective	10353 10354 13883 13932 14342 14359 114889 114890 114892 114893 114894 114900 114900 114906 114911	Contact Centre Meet performance standards within a Contact Centre Contribute to a diverse working environment in a Contact Centre Apply out-bound Contact Centre Operations Prepare and process documents for financial and banking processes Manage time and work processes within a business environment Behave in a professional manner in a business environment Record transactions Perform office functions in a wholesale and retail outlet Dispatch stock (in a retail / wholesale outlet) Pack customer purchases at point of sales Process payment at a Point of Sales (POS) Receive stock (in a retail / wholesale outlet) Sell products to customers in a Wholesale and Retail outlet Operate a computer in a Wholesale/Retail outlet Mark merchandise and maintain displays Resolve customer queries / complaints	2 2 3 3 2 2 2 2 2 3 3 2 2 2 2 2 3 3 2 2 2 3 3 2 2 3 3 2 3 3 2 3 3 3 2 3	6 8 8 5 4 5 8 4 10 3 10 12 12 6 10 8
Elective	10353 10354 13883 13932 14342 14359 114889 114890 114892 114893 114896 114900 114902 114906 114911 117900	Contact Centre Meet performance standards within a Contact Centre Contribute to a diverse working environment in a Contact Centre Apply out-bound Contact Centre Operations Prepare and process documents for financial and banking processes Manage time and work processes within a business environment Behave in a professional manner in a business environment Record transactions Perform office functions in a wholesale and retail outlet Dispatch stock (in a retail / wholesale outlet) Pack customer purchases at point of sales Process payment at a Point of Sales (POS) Receive stock (in a retail / wholesale outlet) Sell products to customers in a Wholesale and Retail outlet Operate a computer in a Wholesale/Retail outlet Mark merchandise and maintain displays Resolve customer queries / complaints Plan self development	2 2 3 3 2 2 2 2 2 3 3 2 2 2 2 2 2 2 3 3 2	6 8 8 5 4 5 8 4 10 3 10 12 12 6 10 8
Elective	10353 10354 13883 13932 14342 14359 114889 114890 114892 114893 114894 114900 114902 114906 114911 117900 119666	Contact Centre Meet performance standards within a Contact Centre Contribute to a diverse working environment in a Contact Centre Apply out-bound Contact Centre Operations Prepare and process documents for financial and banking processes Manage time and work processes within a business environment Behave in a professional manner in a business environment Record transactions Perform office functions in a wholesale and retail outlet Dispatch stock (in a retail / wholesale outlet) Pack customer purchases at point of sales Process payment at a Point of Sales (POS) Receive stock (in a retail / wholesale outlet) Sell products to customers in a Wholesale and Retail outlet Operate a computer in a Wholesale/Retail outlet Mark merchandise and maintain displays Resolve customer queries / complaints Plan self development Determine financial requirements of a new venture	2 2 3 3 2 2 2 2 2 3 3 2 2 2 2 3 3 2	6 8 8 5 4 5 8 4 10 3 10 12 12 6 10 8
Elective	10353 10354 13883 13932 14342 14359 114889 114890 114892 114893 114894 114900 114902 114906 114911 117900 119666 119674	Contact Centre Meet performance standards within a Contact Centre Contribute to a diverse working environment in a Contact Centre Apply out-bound Contact Centre Operations Prepare and process documents for financial and banking processes Manage time and work processes within a business environment Behave in a professional manner in a business environment Record transactions Perform office functions in a wholesale and retail outlet Dispatch stock (in a retail / wholesale outlet) Pack customer purchases at point of sales Process payment at a Point of Sales (POS) Receive stock (in a retail / wholesale outlet) Sell products to customers in a Wholesale and Retail outlet Operate a computer in a Wholesale/Retail outlet Mark merchandise and maintain displays Resolve customer queries / complaints Plan self development Determine financial requirements of a new venture Manage finances for a new venture	2 2 3 3 2 2 2 2 2 3 3 2 2 2 2 3 3 2	6 8 8 5 4 5 8 4 10 3 10 12 12 6 10 8 10 8
Elective	10353 10354 13883 13932 14342 14359 114889 114890 114892 114893 114894 114900 114902 114906 114911 117900 119666	Contact Centre Meet performance standards within a Contact Centre Contribute to a diverse working environment in a Contact Centre Apply out-bound Contact Centre Operations Prepare and process documents for financial and banking processes Manage time and work processes within a business environment Behave in a professional manner in a business environment Record transactions Perform office functions in a wholesale and retail outlet Dispatch stock (in a retail / wholesale outlet) Pack customer purchases at point of sales Process payment at a Point of Sales (POS) Receive stock (in a retail / wholesale outlet) Sell products to customers in a Wholesale and Retail outlet Operate a computer in a Wholesale/Retail outlet Mark merchandise and maintain displays Resolve customer queries / complaints Plan self development Determine financial requirements of a new venture Manage finances for a new venture Maintain the stockroom Identify the role of the fast moving consumer goods merchandiser in	2 2 3 3 2 2 2 2 2 3 3 2 2 2 2 3 3 2	6 8 8 5 4 5 8 4 10 3 10 12 12 6 10 8
Elective	10353 10354 13883 13932 14342 14359 114889 114890 114892 114893 114894 114900 114906 114901 114906 114911 117900 119666 119674 243672	Contact Centre Meet performance standards within a Contact Centre Contribute to a diverse working environment in a Contact Centre Apply out-bound Contact Centre Operations Prepare and process documents for financial and banking processes Manage time and work processes within a business environment Behave in a professional manner in a business environment Record transactions Perform office functions in a wholesale and retail outlet Dispatch stock (in a retail / wholesale outlet) Pack customer purchases at point of sales Process payment at a Point of Sales (POS) Receive stock (in a retail / wholesale outlet) Sell products to customers in a Wholesale and Retail outlet Operate a computer in a Wholesale/Retail outlet Mark merchandise and maintain displays Resolve customer queries / complaints Plan self development Determine financial requirements of a new venture Manage finances for a new venture Maintain the stockroom Identify the role of the fast moving consumer goods merchandiser in the wholesale and retail industry	2 2 3 3 2 2 2 2 3 3 2 2 2 3 2 2 2 3 2	6 8 8 5 4 5 8 4 10 3 10 12 12 6 10 8 10 8
Elective	10353 10354 13883 13932 14342 14359 114889 114890 114892 114893 114894 114900 114902 114906 114911 117900 119666 119674 243672	Contact Centre Meet performance standards within a Contact Centre Contribute to a diverse working environment in a Contact Centre Apply out-bound Contact Centre Operations Prepare and process documents for financial and banking processes Manage time and work processes within a business environment Behave in a professional manner in a business environment Record transactions Perform office functions in a wholesale and retail outlet Dispatch stock (in a retail / wholesale outlet) Pack customer purchases at point of sales Process payment at a Point of Sales (POS) Receive stock (in a retail / wholesale outlet) Sell products to customers in a Wholesale and Retail outlet Operate a computer in a Wholesale/Retail outlet Mark merchandise and maintain displays Resolve customer queries / complaints Plan self development Determine financial requirements of a new venture Manage finances for a new venture Maintain the stockroom Identify the role of the fast moving consumer goods merchandiser in	2 2 3 3 2 2 2 2 3 2 2 2 3 3 2 2 2 2 3 2 2 3 2 2 3 3 2 2 2 3 3 2 3 2 2 3 3 2 2 3 3 2 3 3 2 3 3 2 3 3 2 3 3 3 3 2 3	6 8 8 5 4 5 8 4 10 3 10 12 12 6 10 8 10 8



Option 4: Specialisation: Wholesale Operations - Integrated programmes material set for a Learnership

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>58206</u>	National Certificate: Wholesale and Retail Operations (WR SETA) Compulsory Electives: 114891, 114912, 117899, 243680, 243712 Electives: 114894, 114889, 114900	2	136 (130 needed)	R 13 500

The *integrated* learning material sets are presented as learning programmes:

Type	ID	Unit Standard Title	NQF	Credits
	amme 1: Od	ccupational Learning		
Fundamental	119460	Use language and communication in occupational learning programmes	2	5
Learning Progr	amme 2: W	R Concepts and Safety		
Core	114895	Define the core concepts of the wholesale and retail environment	2	10
Compulsory Elective	114912	Maintain a safe and secure wholesale and retail environment	2	10
	amme 3: W	orkplace Communication		
Fundamental	119463	Access and use information from texts	2	5
Fundamental	119456	Write/present for a defined context	2	5
Fundamental	119454	Maintain and adapt oral/signed communication	2	5
Learning Progr	amme 4: Ma	athematical Literacy		
Fundamental	7480	Demonstrate understanding of rational and irrational numbers and number systems	2	3
Fundamental	9007	Work with a range of patterns and functions and solve problems	2	5
Fundamental	9008	Identify, describe, compare, classify, explore shape and motion in 2- and 3-dimensional shapes in different contexts	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	2	3
Learning Progr	amme 5: Fir	nancial Aspects		
Fundamental	7469	Use mathematics to investigate and monitor the financial aspects of personal and community life	2	2
Core	117887	Complete basic business calculations	2	5
Learning Progr	amme 6: Co	ount Stock for Stocktake		
Compulsory Elective	114891	Count stock for a stock-take	2	5
Learning Progr	amme 7: Cu	istomer Service		
Core	114903	Interact with customers	2	8
Learning Progr	amme 8: De	eal with Orders and Queries		
Compulsory Elective	243680	Take orders from customers	3	12
Compulsory Elective	243712	Address customer queries in a wholesale environment	3	10
Learning Progr	amme 9: Po	int of Sale		
Elective	114894	Process payment at a Point of Sales (POS)	2	10
Elective	114889	Record transactions	2	8
Learning Progr	amme 10: F	Pick Stock		
Compulsory Elective	117899	Pick stock in a distribution centre / warehouse	2	12
Learning Progr				
Elective	114900	Sell products to customers in a Wholesale and Retail outlet	3	12



Option 5: Specialisation: SME Operations - Single unit standards material set for a Learnership

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>58206</u>	National Certificate: Wholesale and Retail Operations (WR SETA) Compulsory Electives: 114891, 114894, 114906, 119674, 243676	2	146	R 13 500

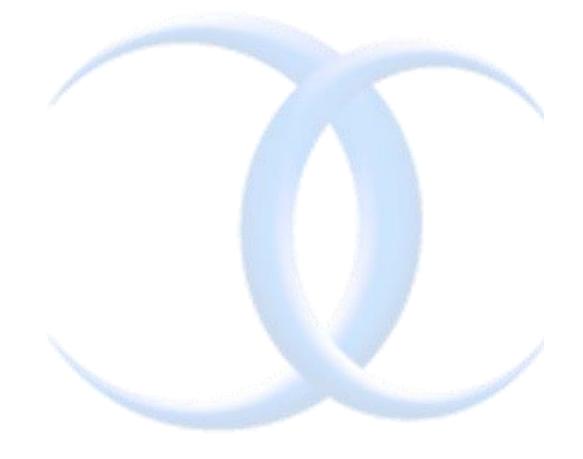
		Unit Ctandard Title	NOF	Cradita
Туре	ID AAAAAA	Unit Standard Title	NQF	Credits
Core	114895	Define the core concepts of the wholesale and retail environment	2	10
Core	114903	Interact with customers	2	8
Core	117887	Complete basic business calculations	2	5
Fundamental	7469	Use mathematics to investigate and monitor the financial aspects of personal and community life	2	2
Fundamental	7480	Demonstrate understanding of rational and irrational numbers and number systems	2	3
Fundamental	9007	Work with a range of patterns and functions and solve problems	2	5
Fundamental	9008	Identify, describe, compare, classify, explore shape and motion in 2- and 3-dimensional shapes in different contexts	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	2	3
Fundamental	119454	Maintain and adapt oral/signed communication	2	5
Fundamental	119456	Write/present for a defined context	2	5
Fundamental	119460	Use language and communication in occupational learning programmes	2	5
Fundamental	119463	Access and use information from texts	2	5
Compulsory Elective	114891	Count stock for a stock-take	2	5
Compulsory Elective	114894	Process payment at a Point of Sales (POS)	2	10
Compulsory Elective	114906	Mark merchandise and maintain displays	2	10
Compulsory Elective	119674	Manage finances for a new venture	2	10
Compulsory Elective	243676	Source and collect products for resale	2	12
Select an additi	onal minimu	um of 40 credits from the list below for a learnership		
Elective	10349	Input data received onto appropriate computer packages within a Contact Centre	2	12
Elective	10353	Meet performance standards within a Contact Centre	2	6
Elective	10354	Contribute to a diverse working environment in a Contact Centre	2	8
Elective	13883	Apply out-bound Contact Centre Operations within a commercial environment	3	8
Elective	13932	Prepare and process documents for financial and banking processes	3	5
Elective	14342	Manage time and work processes within a business environment	2	4
Elective	14359	Behave in a professional manner in a business environment	2	5
Elective	114889	Record transactions	2	8
Elective	114890	Perform office functions in a wholesale and retail outlet	2	4
Elective	114892	Dispatch stock (in a retail / wholesale outlet)	3	10
Elective	114893	Pack customer purchases at point of sales	2	3
Elective	114896	Receive stock (in a retail / wholesale outlet)	3	12
Elective	114900	Sell products to customers in a Wholesale and Retail outlet	3	12
Elective	114902	Operate a computer in a Wholesale/Retail outlet	2	6
Elective	114911	Resolve customer queries / complaints	3	8
Elective	114912	Maintain a safe and secure wholesale and retail environment	2	10
Elective	117900	Plan self development	2	10
Elective	119666	Determine financial requirements of a new venture	2	8
Elective	243672	Maintain the stockroom	3	10
Elective	243673	Identify the role of the fast moving consumer goods merchandiser in the wholesale and retail industry	2	8
Elective	243679	Recommend orders for clients in a fast moving consumer goods environment	3	8
Elective	243680	Take orders from customers	3	12
Elective	243681	Uplift stock for return	3	5
_1001170	2 10001	- Opini decontrol retain		



Option 6: Specialisation: SME Operations - Integrated programmes material set for a Learnership

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>58206</u>	National Certificate: Wholesale and Retail Operations (WR SETA) Compulsory Electives: 114891, 114894, 114906, 119674, 243676 Electives: To be set	2	146	R 13 500

The *integrated* learning material sets are presented as learning programmes:





Option 7: Specialisation: Merchandising Operations - Single unit standards material set for a Learnership

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>58206</u>	National Certificate: Wholesale and Retail Operations (WR SETA) Compulsory Electives: 114891, 114906, 243673, 243679, 243681	2	125	R 13 500

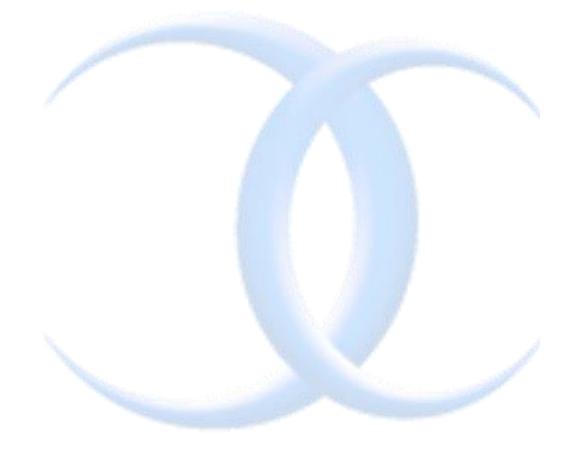
Туре	ID	Unit Standard Title	NQF	Credits
Core	114895	Define the core concepts of the wholesale and retail environment	2	10
Core	114903	Interact with customers	2	8
Core	117887	Complete basic business calculations	2	5
Fundamental	7469	Use mathematics to investigate and monitor the financial aspects of personal and community life	2	2
Fundamental	7480	Demonstrate understanding of rational and irrational numbers and number systems	2	3
Fundamental	9007	Work with a range of patterns and functions and solve problems	2	5
Fundamental	9008	Identify, describe, compare, classify, explore shape and motion in 2- and 3-dimensional shapes in different contexts	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	2	3
Fundamental	119454	Maintain and adapt oral/signed communication	2	5
Fundamental	119456	Write/present for a defined context	2	5
Fundamental	119460	Use language and communication in occupational learning programmes	2	5
Fundamental	119463	Access and use information from texts	2	5
Compulsory Elective	114891	Count stock for a stock-take	2	5
Compulsory Elective	114906	Mark merchandise and maintain displays	2	10
Compulsory Elective	243673	Identify the role of the fast moving consumer goods merchandiser in the wholesale and retail industry	2	8
Compulsory Elective	243679	Recommend orders for clients in a fast moving consumer goods environment	3	8
Compulsory Elective	243681	Uplift stock for return	3	5
Select an addit	ional minim	num of 30 credits from the list below for a learnership		
Elective	10349	Input data received onto appropriate computer packages within a Contact Centre	2	12
Elective	10353	Meet performance standards within a Contact Centre	2	6
Elective	10354	Contribute to a diverse working environment in a Contact Centre	2	8
Elective	13883	Apply out-bound Contact Centre Operations within a commercial environment	3	8
Elective	13932	Prepare and process documents for financial and banking processes	3	5
Elective	14342	Manage time and work processes within a business environment	2	4
Elective	14359	Behave in a professional manner in a business environment	2	5
Elective	114889	Record transactions	2	8
Elective	114890	Perform office functions in a wholesale and retail outlet	2	4
Elective	114892	Dispatch stock (in a retail / wholesale outlet)	3	10
Elective	114893	Pack customer purchases at point of sales	2	3
Elective	114894	Process payment at a Point of Sales (POS)	2	10
Elective	114896	Receive stock (in a retail / wholesale outlet)	3	12
Elective	114900	Sell products to customers in a Wholesale and Retail outlet	3	12
Elective	114902	Operate a computer in a Wholesale/Retail outlet	2	6
Elective	114911	Resolve customer queries / complaints	3	8
Elective	114912	Maintain a safe and secure wholesale and retail environment	2	10
Elective	117900	Plan self development	2	10
Elective	119666	Determine financial requirements of a new venture	2	8
Elective	119674	Manage finances for a new venture	2	10
Elective	243672	Maintain the stockroom	3	10
Elective	243676	Source and collect products for resale	2	12
Elective				



Option 8: Specialisation: Merchandising Operations- Integrated programmes material set for a Learnership

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>58206</u>	National Certificate: Wholesale and Retail Operations (WR SETA) Compulsory Electives: 114891, 114906, 243673, 243679, 243681 Electives: To be set	2	125	R 13 500

The *integrated* learning material sets are presented as learning programmes:





Qualification: 62709: NC: Service Station Operations

Option 1: Specialisation: Forecourt Attendant - Single unit standards material set for a Learnership

SAQ/ ID	Qualification Title	NQF	Minimum Credits	Price
62709	National Certificate: Service Station Operations (WR SETA) Compulsory Electives: 114896, 114889, 256599	2	120	R 13 500

The individual unit standard learning material sets have been developed for the following:

Type	ID	Unit Standard Title	NQF	Credits
Core	12463	Understand and deal with HIV/AIDS	2	3
Core	12483	Perform basic first aid	2	4
Core	114895	Define the core concepts of the wholesale and retail environment	2	10
Core	114900	Sell products to customers in a Wholesale and Retail outlet	3	12
Core	114912	Maintain a safe and secure wholesale and retail environment	2	10
Core	252250	Apply fire fighting techniques	1	3
Fundamental	7469	Use mathematics to investigate and monitor the financial aspects of personal and community life	2	2
Fundamental	7480	Demonstrate understanding of rational and irrational numbers and number systems	2	3
Fundamental	9007	Work with a range of patterns and functions and solve problems	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	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	2	3
Fundamental	119454	Maintain and adapt oral/signed communication	2	5
Fundamental	119456	Write/present for a defined context	2	5
Fundamental	119460	Use language and communication in occupational learning programmes	2	5
Fundamental	119463	Access and use information from texts	2	5
Compulsory Elective	114896	Receive stock	3	12
Compulsory Elective	114889	Record transactions	2	8
Compulsory Elective	256599	Perform vehicle maintenance functions on the forecourt	2	10
Select an addit	ional minim	um of 12 credits from the list below for a full Qualification/Learnership		
Elective	114892	Dispatch stock	3	10
Elective	114894	Process payment at a Point of Sales (POS)	2	10
Elective	114902	Operate a computer in a Wholesale/Retail outlet	2	6
Elective	114906	Mark merchandise and maintain displays	2	10
Elective	117897	Maintain stock balances in a distribution centre	3	8
Elective	243193	Practice good health and grooming habits	1	4

Option 2: Specialisation: Forecourt Attendant - Integrated programmes material set for a Learnership

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
62709	National Certificate: Service Station Operations (WR SETA) Compulsory Electives: 114896, 114889, 256599 Electives: To be set	2	120	R 13 500

The *integrated* learning material sets are presented as learning programmes:



Option 3: Specialisation: Service Station Cashier - Single unit standards material set for a Learnership

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>62709</u>	National Certificate: Service Station Operations (WR SETA) Compulsory Electives: 114892, 114894, 114896, 114902, 114906, 117897 Electives: No additional electives required	2	134	R 13 500

The individual unit standard learning material sets have been developed for the following:

Type	ID	Unit Standard Title	NQF	Credits
Core	12463	Understand and deal with HIV/AIDS	2	3
Core	12483	Perform basic first aid	2	4
Core	114895	Define the core concepts of the wholesale and retail environment	2	10
Core	114900	Sell products to customers in a Wholesale and Retail outlet	3	12
Core	114912	Maintain a safe and secure wholesale and retail environment	2	10
Core	252250	Apply fire fighting techniques	1	3
Fundamental	7469	Use mathematics to investigate and monitor the financial aspects of personal and community life		2
Fundamental	7480	Demonstrate understanding of rational and irrational numbers and number systems	2	3
Fundamental	9007	Work with a range of patterns and functions and solve problems	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	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	2	3
Fundamental	119454	Maintain and adapt oral/signed communication	2	5
Fundamental	119456	Write/present for a defined context	2	5
Fundamental	119460	Use language and communication in occupational learning programmes	2	5
Fundamental	119463	Access and use information from texts	2	5
Compulsory Elective	114892	Dispatch stock	3	10
Compulsory Elective	114894	Process payment at a Point of Sales (POS)	2	10
Compulsory Elective	114896	Receive stock	3	12
Compulsory Elective	114902	Operate a computer in a Wholesale/Retail outlet	2	6
Compulsory Elective	114906	Mark merchandise and maintain displays	2	10
Compulsory Elective	117897	Maintain stock balances in a distribution centre	3	8

Option 4: Specialisation: Service Station Cashier - Integrated programmes material set for a Learnership

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>62709</u>	National Certificate: Service Station Operations (WR SETA) Compulsory Electives: 114892, 114894, 114896, 114902, 114906, 117897 Electives: No additional electives required, but could be added	2	134	R 13 500

The *integrated* learning material sets are presented as learning programmes:



Option 5: Specialisation: Service Station Merchandiser - Single unit standards material set for a Learnership

SAG	A Qualification Title	NQF	Minimum Credits	Price
<u>627</u>	National Certificate: Service Station Operations (WR SETA) Compulsory Electives: 114892, 114896, 114906, 117897	2	120	R 13 500

The individual unit standard learning material sets have been developed for the following:

Type	ID	Unit Standard Title	NQF	Credits
Core	12463	Understand and deal with HIV/AIDS	2	3
Core	12483	Perform basic first aid	2	4
Core	114895	Define the core concepts of the wholesale and retail environment	2	10
Core	114900	Sell products to customers in a Wholesale and Retail outlet	3	12
Core	114912	Maintain a safe and secure wholesale and retail environment	2	10
Core	252250	Apply fire fighting techniques	1	3
Fundamental	7469	Use mathematics to investigate and monitor the financial aspects of personal and community life	2	2
Fundamental 7480 Demonstrate understanding of rational and irrational numbers and number systems		2	3	
Fundamental	9007	Work with a range of patterns and functions and solve problems	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	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	2	3
Fundamental	119454	Maintain and adapt oral/signed communication	2	5
Fundamental	119456	Write/present for a defined context	2	5
Fundamental	119460	Use language and communication in occupational learning programmes	2	5
Fundamental	119463	Access and use information from texts	2	5
Compulsory Elective	114892	Dispatch stock	3	10
Compulsory Elective	114896	Receive stock	3	12
Compulsory Elective	114906	Mark merchandise and maintain displays	2	10
Compulsory Elective	117897	Maintain stock balances in a distribution centre	3	8
Select an addit	ional minim	um of 2 credits from the list below for a full Qualification/Learnership		
Elective	114889	Record transactions	2	8
Elective	114894	Process payment at a Point of Sales (POS)	2	10
Elective	114902	Operate a computer in a Wholesale/Retail outlet	2	6
Elective	243193	Practice good health and grooming habits	1	4
Elective	256599	Perform vehicle maintenance functions on the forecourt	2	10

Option 6: Specialisation: Service Station Merchandiser - Integrated programmes material set for a Learnership

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
62709	National Certificate: Service Station Operations (WR SETA) Compulsory Electives: 114892, 114896, 114906, 117897 Electives: To be set	2	120	R 13 500

The *integrated* learning material sets are presented as learning programmes:



Qualification: 65750: NC: Hairdressing

Option 1: LP:72009: Hairdressing - Single unit standards material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
65750	National Certificate: Hairdressing (SSETA)	2	130	R 13 500

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



Qualification: 71490: NC: Contact Centre Support

Option 1: LP 73269: Contact Centre Support - Integrated programmes material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>71490</u>	National Certificate: Contact Centre Support (SSETA) Electives: 10358 and 13883; or 10358 and 13884	2	128	R 13 500

The *integrated* learning material sets are presented as learning programmes:

Туре	ID	Unit Standard Title	NQF	Credits
	amme 1: O	rientation to Contact Centres		
Core	13872	Instil in myself a personal Contact Centre culture	4	4
Core	10354	Contribute to a diverse working environment in a Contact Centre	2	8
Learning Progr	amme 2: O	ccupational Learning		
Fundamental	8967	Use language and communication in occupational learning programmes	2	5
Fundamental	119454	Maintain and adapt oral/signed communication	2	5
Core	13874	Work as a member of a Contact Centre Team	4	5
Learning Progr	amme 3: N	umeracy		
Fundamental	7469	Use mathematics to investigate and monitor the financial aspects of personal and community life	2	2
Fundamental	7480	Demonstrate understanding of rational and irrational numbers and number systems	2	3
Fundamental	9008	Identify, describe, compare, classify, explore shape and motion in 2- and 3-dimensional shapes in different contexts	2	3
Fundamental	9007	Work with a range of patterns and functions and solve problems	2	5
Learning Progr	amme 4: S	ervice Excellence		
Core	10348	Identify and respond to customer needs in a Contact Centre	2	12
Core	13873	Handle a range of customer complaints in Contact Centres	4	4
Learning Progr	amme 5: P	roblem Solving Skills		
Core	13886	Gather and provide relevant information to contribute to contact centre problem solving	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	2	3
Learning Progr	amme 6: B	usiness Writing Skills		
Fundamental	119463	Access and use information from texts	2	5
Fundamental	119456	Write/present for a defined context	2	5
Learning Progr	amme 7: Ir	bound Contact Centre Skills		
Core	13885	Provide information to customers in a Contact Centre	2	12
Core	10350	Collect and record information queries and requests from customers	2	8
Core	10349	Input data received onto appropriate computer packages within a Contact Centre	2	12
Core	10353	Meet performance standards within a Contact Centre	2	6
Elective	10358	Apply in-bound Contact Centre Operations within a commercial environment	2	8
Learning Progr	amme 8: O	utbound Contact Centre Skills		
Elective	13883	Apply out-bound Contact Centre Operations within a commercial environment	3	8

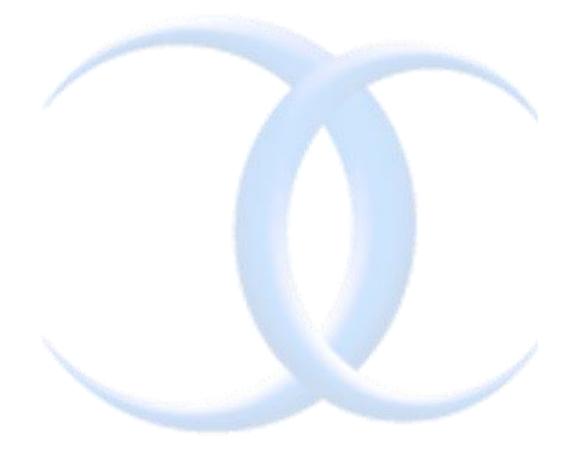
Note: An alternative to Learning Programme 8 would be the other Elective Unit Standard, specific to Emergency Contact Centres:

	· -						
ALTERNATIVE to LP8:							
Learning Progr	Learning Programme 9: Operating effectively within an emergency contact centre						
Elective	13884	Apply in-bound and out-bound Contact Centre operations within an	3	16			
Liective	13004	emergency context	3	10			



Additional and Separate Integrated Learning Programmes

Type	ID	Unit Standard Title	NQF	Credits
LP: Contact	LP: Contact Centre Agent		R5 (00-00
Core	13872	Instil in myself a personal Contact Centre culture	4	4
Core	10348	Identify and respond to customer needs in a Contact Centre	2	12
Core	10350	Collect and record information queries and requests from customers	2	8





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

Option 1: LP 64149: General - Single unit standards material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
74269	National Certificate: Occupational Health, Safety and Environment (HW SETA)	2	120	R 13 500

Type	ID	Unit Standard Title	NQF	Credits
		Demonstrate Knowledge and Use of Hand Operated Fire Fighting		
Core	13961	Equipment	2	4
Core	116937	Use a Graphical User Interface (GUI)-based spreadsheet application to create and edit spreadsheets	2	4
Core	116945	Use electronic mail to send and receive messages	2	2
		Use a Graphical User Interface (GUI)-based word processor to format		
Core	117924	documents	2	5
Core	119554	Apply environmental management tools to assess impacts	2	5
Core	120496	Provide risk-based primary emergency care/first aid in the workplace	2	5
Core	259597	Explain emergency preparedness and response procedures	2	3
Core	259602	Describe sources of and control measures for noise in a work place	1	2
Core	259604	Verify compliance to safety, health and environmental requirements	2	4
Core	259609	Demonstrate an understanding of Occupational Hygiene	2	9
Core	259617	Conduct an investigation into workplace safety, health and environmental incidents	2	3
Core	259618	Examine refuge bays/places of safety	2	2
Core	259619	Conduct workplace Occupational Health and Safety (OHS) inspections	2	3
Core	259620	Manoeuvre materials safely by hand in a workplace	2	2
Core	259621	Manage the prevention of fatigue in the workplace	2	3
Core	259624	Control workplace hazards and risks	2	4
Core	259639	Explain basic health and safety principles in and around the workplace	2	4
Fundamental	7460	Use mathematics to investigate and monitor the financial aspects of	2	2
Fundamental	rundamental 7469 ose mathematics to investigate and monitor the infancial aspects of personal and community life		2	2
Fundamental	7480	Demonstrate understanding of rational and irrational numbers and number systems		3
Fundamental	9007	Work with a range of patterns and functions and solve problems	2	5
		Identify, describe, compare, classify, explore shape and motion in 2-		
Fundamental	9008	and 3-dimensional shapes in different contexts	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	2	3
Fundamental	119454	Maintain and adapt oral/signed communication	2	5
Fundamental	119456	Write/present for a defined context	2	5
Fundamental	119460	Use language and communication in occupational learning programmes	2	5
Fundamental	119463	Access and use information from texts	2	5
		num of 20 credits from the list below		
Elective	9964	Apply health and safety to a work area	2	3
<u> </u>		Demonstrate knowledge and understanding of HIV/AIDS in a		_
Elective	13915	workplace, and its effects on a business sub-sector, own organisation and a specific workplace	3	4
Elective	14656	Demonstrate an understanding of sexuality and sexually transmitted infections including HIV/AIDS	1	5
Elective	1		4	-
_1001110	119567	L Perform basic life support and first aid procedures	1	
Elective	119567 120330	Perform basic life support and first aid procedures Conduct a continuous risk assessment in a workplace	1 3	5 4
Elective	120330	Conduct a continuous risk assessment in a workplace	3	4
Elective	120330 120337	Conduct a continuous risk assessment in a workplace Demonstrate knowledge pertaining to the preparation, conducting, recording and follow-up actions of a planned task observation	3	4 2
Elective Elective	120330 120337 119567	Conduct a continuous risk assessment in a workplace Demonstrate knowledge pertaining to the preparation, conducting, recording and follow-up actions of a planned task observation Perform basic life support and first aid procedures	3 3 1	4 2 5
Elective	120330 120337	Conduct a continuous risk assessment in a workplace Demonstrate knowledge pertaining to the preparation, conducting, recording and follow-up actions of a planned task observation Perform basic life support and first aid procedures Apply fire fighting techniques	3	4 2
Elective Elective	120330 120337 119567	Conduct a continuous risk assessment in a workplace Demonstrate knowledge pertaining to the preparation, conducting, recording and follow-up actions of a planned task observation Perform basic life support and first aid procedures Apply fire fighting techniques Participate in the establishment, implementation and monitoring of a health and safety agreement	3 3 1	4 2 5
Elective Elective	120330 120337 119567 252250	Conduct a continuous risk assessment in a workplace Demonstrate knowledge pertaining to the preparation, conducting, recording and follow-up actions of a planned task observation Perform basic life support and first aid procedures Apply fire fighting techniques Participate in the establishment, implementation and monitoring of a health and safety agreement Participate in the implementation and evaluation of a safety and health	3 3 1 1	4 2 5
Elective Elective Elective	120330 120337 119567 252250 259599	Conduct a continuous risk assessment in a workplace Demonstrate knowledge pertaining to the preparation, conducting, recording and follow-up actions of a planned task observation Perform basic life support and first aid procedures Apply fire fighting techniques Participate in the establishment, implementation and monitoring of a health and safety agreement	3 3 1 1 2	4 2 5 3



Option 2: LP 74290: Safety - Single unit standards material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>74269</u>	National Certificate: Occupational Health, Safety and Environment (HW SETA)	2	120	R 13 500

Туре	ID	Unit Standard Title	NQF	Credits
	12061	Demonstrate knowledge and use of hand operated fire fighting	2	4
Core	13961	equipment		4
Core	116937	Use a Graphical User Interface (GUI)-based spreadsheet application to create and edit spreadsheets	2	4
Core	116945	Use electronic mail to send and receive messages	2	2
Core	117924	Use a Graphical User Interface (GUI)-based word processor to format documents	2	5
Core	119554	Apply environmental management tools to assess impacts	2	5
Core	120496	Provide risk-based primary emergency care/first aid in the workplace	2	5
Core	259597	Explain emergency preparedness and response procedures	2	3
Core	259602	Describe sources of and control measures for noise in a work place	1	2
Core	259604	Verify compliance to safety, health and environmental requirements in the workplace	2	4
Core	259609	Demonstrate an understanding of Occupational Hygiene	2	9
Core	259617	Conduct an investigation into workplace safety, health and environmental incidents	2	3
Core	259618	Examine refuge bays/places of safety	2	2
Core	259619	Conduct workplace Occupational Health and Safety (OHS) inspections	2	3
Core	259620	Manoeuvre materials safely by hand in a workplace	2	2
Core	259621	Manage the prevention of fatigue in the workplace	2	3
Core	259624	Control workplace hazards and risks	2	4
Core	259639	Explain basic health and safety principles in and around the	2	4
Fundamental	7469	workplace Use mathematics to investigate and monitor the financial aspects of personal and community life	2	2
Fundamental	7480	Demonstrate understanding of rational and irrational numbers and number systems	2	3
Fundamental	9007	Work with a range of patterns and functions and solve problems	2	5
Fundamental	9008	Identify, describe, compare, classify, explore shape and motion in 2- and 3-dimensional shapes in different contexts	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	2	3
Fundamental	119454	Maintain and adapt oral/signed communication	2	5
Fundamental	119456	Write/present for a defined context	2	5
Fundamental	119460	Use language and communication in occupational learning programmes	2	5
Fundamental	119463	Access and use information from texts	2	5
		um of 20 credits from the list below		
Elective	9964	Apply health and safety to a work area	2	3
Elective	120330	Conduct a continuous risk assessment in a workplace	3	<u>3</u>
LIGULIVE	120000	Demonstrate knowledge pertaining to the preparation, conducting,		7
Elective	120337	recording and follow-up actions of a planned task observation in a working place	3	2
Elective	252250	Apply fire fighting techniques	1	3
Elective	259599	Participate in the establishment, implementation and monitoring of a health and safety agreement	2	2
Elective	259601	Participate in the implementation and evaluation of a safety and health management programme in the workplace	2	2
Elective	259610	Demonstrate basic understanding of the procedure for submission of compensation claims for injuries and occupational diseases	2	2
21001110				



Option 3: LP 74292: Mining and Minerals - Single unit standards material set

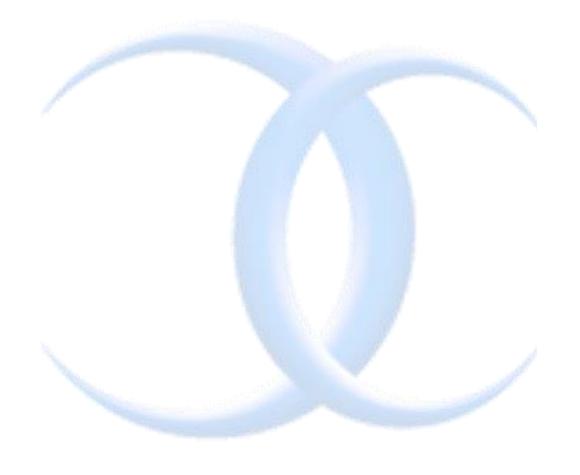
SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>74269</u>	National Certificate: Occupational Health, Safety and Environment (MQA)	2	120	R 13 500

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



Additional and Separate Integrated Learning Programmes

Туре	ID	Unit Standard Title	NQF	Credits
LP: Mining I	Health and	Safety	R5 0	00-00
Core	259639	Explain basic health and safety principles in and around the workplace	2	4
Elective	244383	Conduct continuous hazard identification and risk assessment within a workplace	2	2
Elective	259622	Describe the functions of the workplace health and safety representative	2	3



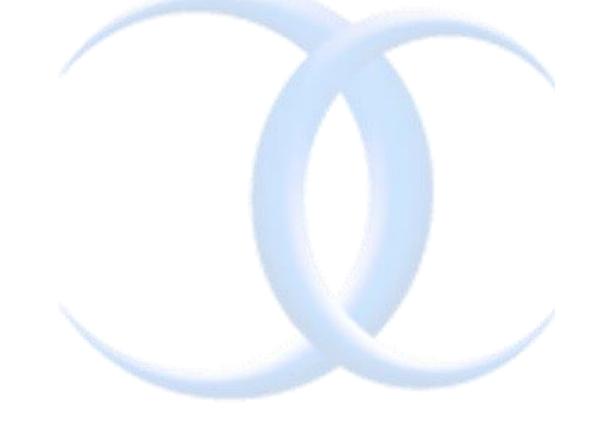


Qualification: 80786: NC: Home-Care Practices

ONLY Additional and Separate Integrated Learning Programmes

Туре	ID	Unit Standard Title	NQF	Credits	
LP: Elderly	LP: Elderly Care Giver			R3 500-00	
Elective	117029	Provide care to a frail person	1	12	
Elective	119567	Perform basic life support and first aid procedures	1	5	

Туре	ID	Unit Standard Title	NQF	Credits
LP: Child Ca	are (Au Pair)	R5 (00-00
Elective	244263	Prepare an environment for babies, toddlers and young children	1	3
Elective	244255	Care for babies, toddlers and young children	2	10
Elective	119567	Perform basic life support and first aid procedures	1	5



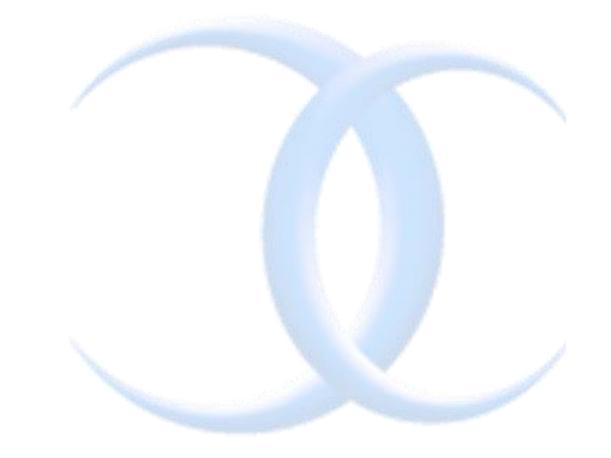


NQF3 Qualifications

Qualification: 20175: NC: Hygiene and Cleaning Supervision

ONLY Additional and Separate Integrated Learning Programmes

Туре	ID	Unit Standard Title	NQF	Credits	
General LP: I	General LP: Deal with goods in a cleaning environment R5 000-00				
Core	7839	Maintain the receipt, storage and issue of goods	3	5	
Core	12035	Apply personal safety practices on a wastewater treatment works	2	4	
Elective	110456	Identify additional value adding opportunities additional to an existing service level agreement in a cleaning environment	3	3	





Qualification: 20184: NC: Banking

Option 1: Integrated programmes material set

SAC	Qualification Title	NQF	Minimum Credits	Price
<u>2018</u>	Mational Certificate: Banking (Bank SETA) Electives: 7175, 7177, 12757, 12754, 114748,	3	120	R 15 000

The *integrated* learning material sets are presented as learning programmes:

Type	ID	Unit Standard Title	NQF	Credits
Learning Progr	amme 1: A	pply Own Role within the Organisation and Team		
Elective	13912	Apply knowledge of self and team in order to develop a plan to	3	5
		enhance team performance	3	
Elective	119153	Apply and implement corporate culture	3	2
Elective	11235	Maintain effective working relationships with other members of staff	3	1
Learning Progr	amme 2: P	rovide Customer Service in the Banking Environment		
Elective	7175	Provide customer service in a banking environment		3
Elective	7179	Provide banking-related customer service in given situations	3	5
Elective	7177	Attend to customer enquiries face-to-face and on the telephone in a	3	4
Elective	/1//	banking environment	3	4
Learning Progr	amme 3: D	eal with Notes and the Note Sorting Machine		
Elective	13425	Demonstrate skill in note handling	3	16
Elective	13322	Operate a note sorting machine	3	12
Learning Progr	amme 4: D	eal with Asset Based Financing for a Vehicle		
Ela ationa		Demonstrate an understanding of the legal and professional	0	12
Elective	12757	requirements pertaining to the asset based financing environment	3	
Elective	12754	Prepare vehicle financing proposals and documentation	3	10
Learning Progr	amme 5: D	eal with Credit and Debit Card Requests		
Clastica.	114748	Effect and monitor the release of debit and credit cards to cardholders	3	6
Elective		in a banking environment		
Clootine.	114767	Administer requests to re-issue credit and debit cards in a banking	3	8
Elective		environment	3	
Learning Progr	amme 6: F	undamental Mathematics		
	ntal 9010	Demonstrate an understanding of the use of different number bases		2
Fundamental		and measurement units and an awareness of error in the context of	3	
		relevant calculations		
Fundamental	ental 9013 Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Describe, apply, analyse and calculate shape and motion in 2-and 3-	3	4
runuamentai		3	4	
Fundamental	7456	Use mathematics to investigate and monitor the financial aspects of	3	5
Fundamental	7430	personal, business and national issues	3	ິວ
Fundamental	9012	Investigate life and work related problems using data and probabilities	3	5
	amme 7: F	undamental Communication		
Fundamental	8968	Accommodate audience and context needs in oral communication	3	5
Fundamental	8969	Interpret and use information from texts	3	5
Fundamental	8970	Write texts for a range of communicative contexts	3	5
	8971	Analyse and respond to a variety of literary texts	3	5



Qualification: 58308: NC: Informal and Small Business Practice

Option 1: Single unit standards material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>58308</u>	National Certificate: Informal Small Business Practice (WR SETA)	3	120	R 15 000

Туре	ID	Unit Standard Title	NQF	Credits
Core	243804	Replenish stock in a retail business	3	12
Core	243805	Merchandise products in a retail business	3	12
Core	243806	Deal with customers in a retail business	3	8
Core	243807	Maintain a safe and secure environment in a retail business	3	8
Core	243809	Run a small business	3	12
Core	243810	Control cash in a small business	3	12
Fundamental			3	5
Fundamental	mental 119458 Analyse and respond to a variety of literary texts		3	5
Fundamental			3	5
Fundamental	119472	Accommodate audience and context needs in oral/signed communication	3	5
Fundamental 7456 Use mathematics to investigate and monitor the financial aspects of personal, business and national issues		3	5	
Fundamental	Demonstrate an understanding of the use of different number bases		3	2
Fundamental	9012	Investigate life and work related problems using data and probabilities	3	5
Fundamental	9013	Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	3	4
Select an addit	tional minin	num of 20 credits from the list below	•	
Elective	9303	Communicate verbally with clients in a financial environment	3	3
Elective	14341	Keep informed about current affairs related to one's own industry	2	4
Elective	14342	Manage time and work processes within a business environment	2	4
Elective	14359	Behave in a professional manner in a business environment	2	5
Elective	114890	Perform office functions in a wholesale and retail outlet	2	4
Elective			2	5
Elective	114893			3
Elective	114900	Pack customer purchases at point of sales Sell products to customers in a Wholesale and Retail outlet		12
Elective	Use a Graphical User Interface (GLII)-based web-browser to search		2	4



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

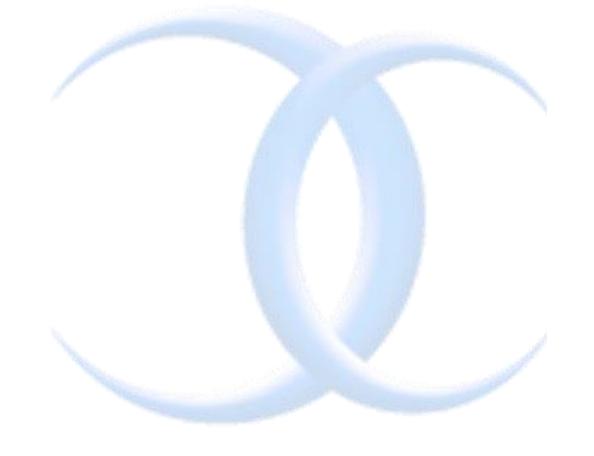
Option 1: LP 49077 - Single unit standards material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>61591</u>	National Certificate: Information Technology: End User Computing (MICTS)	3	130	R 15 000

Туре	ID	Unit Standard Title	NQF	Credits
Core	114076	Use computer technology to research a computer topic (Internet)	4	3
Core	115391	Demonstrate an understanding of the principles of the internet and the world-wide-web (Internet)	4	3
Core	116930	Use a Graphical User Interface (GUI)-based presentation application to enhance presentation appearance (MS PowerPoint)		5
Core	116931	Use a Graphical User Interface (GUI)-based web-browser to search the Internet (Internet)	2	4
Core	116935	Enhance, edit and organise electronic messages using a Graphical User Interface (GUI)-based messaging application (MS Outlook)	2	2
Core	work with simple databases (MS Access)		3	3
Core Use a Graphical User Interface (GUI)-based spreadsheet application to create and edit spreadsheets (MS Excel)		2	4	
Core	Lise a Graphical Liser Interface (GLII)-based enreadsheet application		3	6
Core	116942	Use a GUI-based word processor to create merged documents (MS Word)	3	3
Core	116943	Using a Graphical User Interface (GUI)-based spreadsheet application, enhance the functionality and apply graph /charts to a spreadsheet (MS Excel)	4	3
Core	116945	Use electronic mail to send and receive messages (MS Outlook)	2	2
Core	117923	Use a Graphical User Interface (GUI)-based presentation application to prepare and produce a presentation according to a given brief (MS PowerPoint)	2	5
Core	117924	Use a Graphical User Interface (GUI)-based word processor to format documents (MS Word)	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	2	3
Core	119078	Use a GUI-based word processor to enhance a document through the use of tables and columns (MS Word)	3	5
Fundamental	7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	3	5
Fundamental	8968	Accommodate audience and context needs in oral communication	3	5
Fundamental	8970	Write texts for a range of communicative contexts	3	5
Fundamental	8973	Use language and communication in occupational learning programmes	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	3	2
Fundamental	9012	Investigate life and work related problems using data and probabilities	3	5
Fundamental	9013	Describe, apply, analyse and calculate shape and motion in 2-and 3- dimensional space in different contexts	3	4
Fundamental	11241	Perform Basic Business Calculations	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	3	4
Fundamental	110023	Present information in report format	4	6
		num of 27 credits from the list below		
Elective	7785	Function in a business environment	3	4
Elective	10135	Work as a project team member	4	8
Elective	10140	Apply a range of project management tools	4	8
Elective	13931	Monitor and control the maintenance of office equipment	3	4
Elective	14913	Explain the principles of computer networks	3	5
Elective	14917	Explain computer architecture concepts	4	7
Elective	14947	Describe data communications	3	4



Туре	ID	Unit Standard Title	NQF	Credits
Elective	114636	Demonstrate an understanding of preventative maintenance, environmental and safety issues in a computer environment	3	6
Elective	Elective 117156 Interpret basic financial statements		4	4
Elective	lective Use a Graphical User Interface (GUI)-based database application to solve a given problem (MS Access)		4	6
Elective	117928	Describe the application and effect of Information and Communication Technologies (ICT) on society	4	5
Elective	Elective 258875 Design forms and reports using a Graphic User Interface (GUI) based database (MS Access)		4	4
Elective	258876	Work with spreadsheets (MS Excel)	4	3
Elective	258878	Ensure spreadsheet integrity to enhance reliability (MS Excel)	4	3
Elective	258879	Change the appearance of a spreadsheet (MS Excel)	3	3
Elective	258880	Utilise special features to enhance presentations (MS PowerPoint)	3	3
Elective	258883	Use generic functions in a Graphical User Interface (GUI)-environment (MS Windows)	1	4
Elective	258897	Apply electronic messaging and calendar application (MS Outlook)	2	2
Elective	258898	Review and create documents using a Graphical User Interface (GUI)-based word processor (MS Word)	3	7





Option 2: LP 49077 - Integrated programmes material set

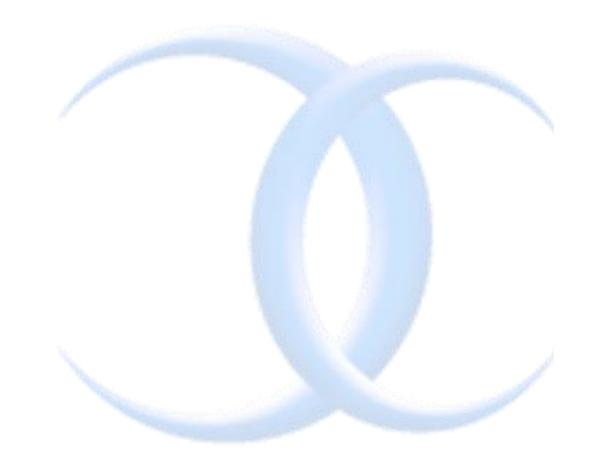
SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>61591</u>	National Certificate: Information Technology: End User Computing (MICTS) Electives: 258880, , 258878, 258879, 258883, 258897, 258898	3	130	R 15 000

The *integrated* learning material sets are presented as learning programmes:

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



Туре	ID	Unit Standard Title	NQF	Credits
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	3	4
Learning Programme 10: 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	3	2
Fundamental	Fundamental 9013 Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts		3	4
Fundamental	9012	Investigate life and work related problems using data and probabilities	3	5





Option 3: LP 49077 - Integrated programmes material set

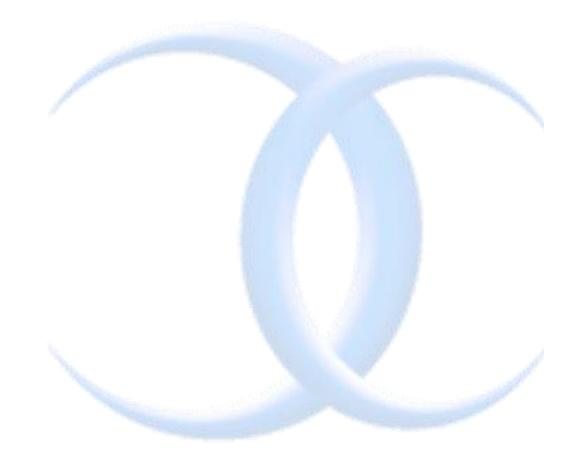
SAQA ID	Qualification Title	NQF	Minimum Credits	Price
61591	National Certificate: Information Technology: End User Computing (MICTS) Electives: 10135, 117928, 258883, 258898, 258879	3	130	R 15 000

The *integrated* learning material sets are presented as learning programmes:

	Linit Chanderd Title	NOT	0
		NQF	Credits
amme 1: IC			
117925	(ICT) and the use of its components in a healthy and safe manner	2	3
258883		1	4
117928	Describe the application and effect of Information and Communication Technologies (ICT) on society	4	5
amme 2: In	iternet Explorer		
115391	Demonstrate an understanding of the principles of the internet and the world-wide-web	4	3
116931	Use a Graphical User Interface (GUI)-based web-browser to search	2	4
114076		4	3
			8
117924	Use a Graphical User Interface (GUI)-based word processor to format	2	5
Use a GUI-based word processor to enhance a document through the		3	5
		3	3
258898		3	7
Learning Programme 4: MS Outlook			
		2	2
Enhance edit and erganica electronic messages using a Craphical			
	User Interface (GUI)-based messaging application	2	2
amme 5: M			
117923		2	5
116930	Use a Graphical User Interface (GUI)-based presentation application	3	5
amme 6. M			
No.		DH.	
116937	to create and edit spreadsheets	2	4
116943	Using a Graphical User Interface (GUI)-based spreadsheet application, enhance the functionality and apply graph /charts to a spreadsheet	4	3
116940	Use a Graphical User Interface (GUI)-based spreadsheet application to solve a given problem	3	6
258879		3	3
116936	Use a Graphical User Interface (GUI)-based database application to	3	3
amme 8: Fi			
		3	6
	personal, business and national issues	3	5
amme 9: C			
8973	programmes	3	5
8968	Accommodate audience and context needs in oral communication	3	5
8970	Write texts for a range of communicative contexts	3	5
110023	Present information in report format	4	6
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	3	4
	117925 258883 117928 amme 2: Irr 115391 116931 114076 10135 amme 3: M 117924 119078 116942 258898 amme 4: M 116945 116935 amme 5: M 117923 116930 amme 6: M 116937 116930 amme 6: M 116937 116938 116940 258879 amme 7: M 116936 amme 8: F 11241 7456 amme 9: C 8973 8968 8970 110023	amme 1: ICT and MS Windows 117925 Describe the concepts of Information and Communication Technology	amme 1: ICT and MS Windows 117925 Describe the concepts of Information and Communication Technology (ICT) and the use of its components in a healthy and safe manner 2 Describe the application and effect of Information and Communication 117928 Technologies (ICT) on society 117928 Describe the application and effect of Information and Communication 117928 Technologies (ICT) on society 117928 Demonstrate an understanding of the principles of the internet and the world-wide-web 116931 Demonstrate an understanding of the principles of the internet and the world-wide-web 116931 Use a Graphical User Interface (GUI)-based web-browser to search the Internet 114076 Use computer technology to research a computer topic 117924 Use computer technology to research a computer topic 117924 Use a Graphical User Interface (GUI)-based word processor to format documents 118942 Use a GUI-based word processor to enhance a document through the use of tables and columns 116942 Use a GUI-based word processor to create merged documents 116943 Use electronic mail to send and receive messages 116935 Enhance, edit and organise electronic messages using a Graphical User Interface (GUI)-based messaging application 117923 Use a Graphical User Interface (GUI)-based presentation application to enhance presentation appearance 116930 Use a Graphical User Interface (GUI)-based presentation application to enhance presentation appearance 116930 Use a Graphical User Interface (GUI)-based spreadsheet application to enhance presentation appearance 116931 Use a Graphical User Interface (GUI)-based spreadsheet application to enhance presentation appearance 116930 Use a Graphical User Interface (GUI)-based spreadsheet application to enhance presentation appearance 116931 Use a Graphical User Interface (GUI)-based spreadsheet application to enhance the functionality and apply graph /charts to a spreadsheet 116930 Use a Graphical User Interface (GUI)-based spreadsheet application to work with simple databases 116931 Use a Graphical User Interface (GUI)-based



Туре	ID	Unit Standard Title	NQF	Credits
Learning Progr	Learning Programme 10: 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	3	2
Fundamental	Fundamental 9013 Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts		3	4
Fundamental			3	5





Qualification: 63409: NC: Wholesale and Retail Operations

Option 1: Specialisation: Stock Control in a Retail Outlet - Single unit standards material set for a Learnership

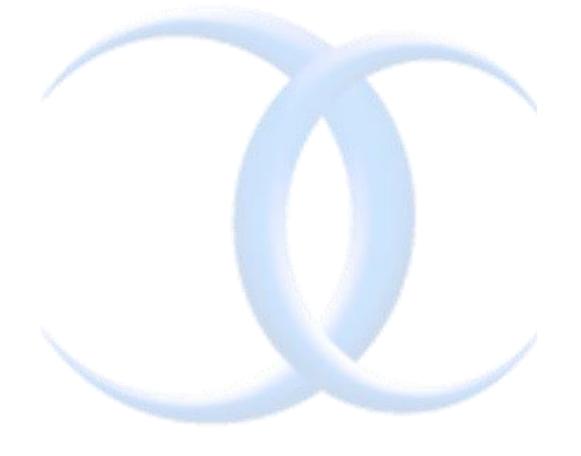
SAQA ID	Qualification Title	NQF	Minimum Credits	Price
63409	National Certificate: Wholesale and Retail Operations (WR SETA) Compulsory Electives: 114891, 114892, 114896, 117897, 258175	3	120	R 15 000

Type	ID	Unit Standard Title	NQF	Credits
Core	114895	Define the core concepts of the wholesale and retail environment	2	10
Core	258155	Explain the factors that impact on the bottom line of a Wholesale and Retail unit	3	10
Core	258156	Build customer relations in an operational unit	3	10
Core	258161	Apply theft, fraud and safety controls in a Wholesale and Retail outlet	3	8
Fundamental	7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	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	3	2
Fundamental	9012	Investigate life and work-related problems using data and probabilities	3	5
Fundamental	9013	Describe, apply, analyse and calculate shape and motion in 2-and 3- dimensional space in different contexts	3	4
Fundamental	119457	Interpret and use information from texts	3	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts	3	5
Fundamental	119467	Use language and communication in occupational learning programmes	3	5
Fundamental	119472	Accommodate audience and context needs in oral/signed communication	3	5
Compulsory Elective	114891	Count stock for a stock-take (in a retail / wholesale outlet)	2	5
Compulsory Elective	114892	Dispatch stock (in a retail / wholesale outlet)	3	10
Compulsory Elective	114896	Receive stock (in a retail / wholesale outlet)	3	12
Compulsory Elective	117897	Maintain stock balances in a distribution centre	3	8
Compulsory Elective	258175	Break bulk, pack and label stock	2	8
	tional minim	num of 3 credits from the list below for a learnership		
Elective	9506	Communicate in an assertive manner with clients and fellow workers	4	4
Elective	13912	Apply knowledge of self and team in order to develop a plan to enhance team performance	3	5
Elective	13931	Monitor and control the maintenance of office equipment	3	4
Elective	13932	Prepare and process documents for financial and banking processes	3	5
Elective	113852	Apply occupational health, safety and environmental principles	3	10
Elective	113909	Coach a team member in order to enhance individual performance in work environment	3	5
Elective	114893	Pack customer purchases at point of sales	2	3
Elective	114902	Operate a computer in a Wholesale/Retail outlet	2	6
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	4	4
Elective	242811	Prioritise time and work for self and team	4	5
Elective	242816	Conduct a structured meeting	4	5
Elective	242819	Motivate and Build a Team	4	10
Elective	243672	Maintain the stockroom	3	10
Elective	243679	Recommend orders for clients in a fast moving consumer goods environment	3	8
Elective	243680	Take orders from customers	3	12
Elective	243681	Uplift stock for return	3	5
Elective	243804	Replenish stock in a retail business	3	12
Elective	243805	Merchandise products in a retail business	3	12
Elective	243806	Deal with customers in a retail business	3	8
Elective	243809	Run a small business	3	12



Туре	ID	Unit Standard Title	NQF	Credits
Elective	243810	Control cash in a small business	3	12
Elective	252202	eal with brand, product and service promotions		4
Elective	252203	emonstrate an understanding of the target market		4
Elective	252210	Handle a range of customer complaints	4	4
Elective	252211	Demonstrate an understanding of the competitive environment and product positioning		6
Elective	258157	Explain the processing of transactions in a wholesale and retail outlet	2	6
Elective	258160	Demonstrate knowledge of products in own area of operation in a Wholesale and Retail environment	3	8
Elective	258162	Sell products to customers in a wholesale and retail outlet	3	12
Elective	258215	Present a visual display in a wholesale or retail outlet	3	8
Elective	258217	Evaluate a visually merchandised display	3	12
Elective	258221	Explain the role of visual merchandising in the organisation	3	4

Important Note: The WR SETA learnership document incorrectly indicates unit standard 117897: Maintain stock balances *in a distribution centre* as a compulsory Elective for the specialisation: Stock control in a retail/wholesale outlet. The WR SETA requires this unit standard to form part of the learning in this qualification as a learnership.





Option 2: Specialisation: Stock Control in a Retail Outlet - Integrated programme material set for a Learnership

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
63409	National Certificate: Wholesale and Retail Operations (WR SETA) Electives: 258215, 117877 Compulsory Electives: 114891, 114892, 114896, 117897, 258175	3	129 (120 needed)	R 15 000

The *integrated* learning material sets are presented as learning programmes:

Туре	ID	Unit Standard Title	NQF	Credits
Learning Progr				
Core	114895	Define the core concepts of the wholesale and retail environment	2	10
Elective	258215	Present a visual display in a wholesale or retail outlet	3	8
Learning Progr	amme 2: O	occupational Learning		
Fundamental	119467	Use language and communication in occupational learning programmes	3	5
Fundamental	9012	Investigate life and work related problems using data and probabilities	3	5
Learning Progr		ustomer Service		
Core	258156	Build customer relations in an operational unit	3	10
Fundamental	119472	Accommodate audience and context needs in oral/signed communication	3	5
Learning Progr	amme 4: F	inancial Aspects		
Fundamental	7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	3	5
Core	258155	Explain the factors that impact on the bottom line of a Wholesale and Retail unit	3	10
Learning Progr	amme 5: W	/ritten communication		
Fundamental	119457	Interpret and use information from texts	3	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts	3	5
Learning Progr	amme 6: M	lathematical Literacy		
Fundamental	Demonstrate an understanding of the use of different number bases		3	2
Fundamental	9013	Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	3	4
		heft, Fraud and Safety		
Core	258161	Apply theft, fraud and safety controls in a Wholesale and Retail outlet	3	8
Elective	117877	Perform one-to-one training on the job	3	4
	amme 8: R	eceive and Dispatch Stock		
Compulsory Elective	114896	Receive stock (in a retail / wholesale outlet)	3	12
Compulsory Elective	114892	Dispatch stock (in a retail / wholesale outlet)	3	10
Learning Progr	amme 9: D	eal with Stock		
Compulsory Elective	114891	Count stock for a stock-take (in a retail / wholesale outlet)	2	5
Compulsory Elective			2	8
Compulsory Elective	117897	Maintain stock balances in a distribution centre	3	8



Option 3: Stock Control in a Distribution Centre - Single unit standards material set for a Learnership

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
63409	National Certificate: Wholesale and Retail Operations (WR SETA) Electives – Optional to select one additional unit standard, (credits already achieved) Compulsory Electives: 114896, 117891, 117897, 117901	3	120	R 15 000

The individual unit standard learning material sets have been developed for the following:

Type	ID	Unit Standard Title	NQF	Credits
Core	114895	Define the core concepts of the wholesale and retail environment	2	10
Core	258155	Explain the factors that impact on the bottom line of a Wholesale and Retail unit	3	10
Core	258156	Build customer relations in an operational unit	3	10
Core	258161	Apply theft, fraud and safety controls in a Wholesale and Retail outlet	3	8
Fundamental	7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	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	3	2
Fundamental	9012	Investigate life and work related problems using data and probabilities	3	5
Fundamental	9013	Describe, apply, analyse and calculate shape and motion in 2-and 3- dimensional space in different contexts	3	4
Fundamental	119457	Interpret and use information from texts	3	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts	3	5
Fundamental	119467	Use language and communication in occupational learning programmes	3	5
Fundamental	119472	Accommodate audience and context needs in oral/signed communication	3	5
Compulsory Elective	114896	Receive stock (in a retail / wholesale outlet)	3	12
Compulsory Elective	117891	Dispatch stock from a distribution centre (DC/Warehouse)	3	12
Compulsory Elective	117897	Maintain stock balances in a distribution centre	3	8
Compulsory Elective	117901	Receive stock in a DC/Warehouse	3	15
Select an addi		unit standard from the list below, if required, (credits already achieved)		
Elective	114891	Count stock for a stock-take	2	5
Elective	114892	Dispatch stock	3	10
Elective	114902	Operate a computer in a Wholesale/Retail outlet	2	6
Elective	243672	Maintain the stockroom	3	10
Elective	243681	Uplift stock for return	3	5
Elective	243712	Address customer queries in a wholesale environment	3	10
Elective	243804	Replenish stock in a retail business	3	12
Elective	258157	Explain the processing of transactions in a wholesale and retail outlet	2	6

Important Note: The WR SETA learnership document incorrectly indicates unit standard 114896: Receive stock (*in a retail / wholesale outlet*) as a compulsory Elective for the specialisation: Stock control in a Distribution Centre. The WR SETA requires this unit standard to form part of the learning in this qualification as a learnership. The SAQA qualification document requires unit standard 117891: Dispatch stock from a DC, NQF Level 3; 12 credits, to be part of the qualification specialisation. So, both unit standards are provided as part of the qualification and/or learnership material sets – to meet the WR SETA requirements.



Option 4: Stock Control in a Distribution Centre - Integrated programmes material set for a Learnership

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
63409	National Certificate: Wholesale and Retail Operations (WR SETA) Electives: 114902 Compulsory Electives: 114896, 117891, 117897, 117901	3	127 (120 needed)	R 15 000

The *integrated* learning material sets are presented as learning programmes:

Туре	ID	Unit Standard Title	NQF	Credits
Learning Progr				
Core	114895	Define the core concepts of the wholesale and retail environment	2	10
Learning Progr	amme 2: O	occupational Learning		
Fundamental	119467	Use language and communication in occupational learning programmes	3	5
Fundamental	9012	Investigate life and work related problems using data and probabilities	3	5
Learning Progr	amme 3: V	erbal Communication		
Fundamental	119472	Accommodate audience and context needs in oral/signed communication	3	5
Learning Progr	amme 4: W	/ritten communication		
Fundamental	119457	Interpret and use information from texts	3	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts	3	5
Learning Progr	amme 5: F	inancial Aspects		
Fundamental	7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	3	5
Core	258155	Explain the factors that impact on the bottom line of a Wholesale and Retail unit		10
Learning Progr	amme 6: N	lathematical Literacy		
Fundamental	Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations		3	2
Fundamental	9013	Describe, apply, analyse and calculate shape and motion in 2-and 3- dimensional space in different contexts	3	4
Learning Progr	amme 7: T	heft, Fraud and Safety		
Core	258161	Apply theft, fraud and safety controls in a Wholesale and Retail outlet	3	8
Learning Progr	amme 8: C	ustomer Service		
Core	258156	Build customer relations in an operational unit	3	10
Learning Progr	amme 9: R	eceive Stock		
Compulsory Elective	117901	Receive stock in a DC/Warehouse	3	15
Compulsory Elective	114896	Receive stock (in a retail / wholesale outlet)	3	12
Learning Progr	amme 10:	Dispatch Stock		
Compulsory Elective	117891	Dispatch stock from a distribution centre (DC/Warehouse)	3	12
Learning Progr	amme 11:	Maintain Stock Balances		
Compulsory Elective	117897	Maintain stock balances in a distribution centre	3	8
Elective	114902	Operate a computer	2	6
nto: The abov	o learning	programmes are available for sale as individual learning program	mac	

Note: The above learning programmes are available for sale as individual learning programmes Important Note: The WR SETA learnership document incorrectly indicates unit standard 114896: Receive stock (in a retail / wholesale outlet) as a compulsory Elective for the specialisation: Stock control in a Distribution Centre. The WR SETA requires this unit standard to form part of the learning in this qualification as a learnership. The SAQA qualification document requires unit standard 117891: Dispatch stock from a DC, NQF Level 3; 12 credits, to be part of the qualification specialisation. So, both unit standards are provided as part of the qualification and/or learnership material sets – to meet the WR SETA requirements.



Option 5: Specialisation: Retail Sales - Single unit standards material set for a Learnership

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>63409</u>	National Certificate: Wholesale and Retail Operations (WR SETA) Compulsory Electives: 114902, 258160, 258162	3	137	R 15 000

Туре	ID	Unit Standard Title	NQF	Credits
Core	114895	Define the core concepts of the wholesale and retail environment	2	10
Core	258155	Explain the factors that impact on the bottom line of a Wholesale and Retail unit	3	10
Core	258156	Build customer relations in an operational unit	3	10
Core	258161	Apply theft, fraud and safety controls in a Wholesale and Retail outlet	3	8
		Use mathematics to investigate and monitor the financial aspects of		-
Fundamental	7456	personal, business and national issues	3	5
Fundamental	Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations		3	2
Fundamental	9012	Investigate life and work related problems using data and probabilities	3	5
Fundamental	9013	Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	3	4
Fundamental	119457	Interpret and use information from texts	3	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts	3	5
Fundamental	119467	Use language and communication in occupational learning programmes	3	5
Fundamental	119472	Accommodate audience and context needs in oral/signed communication	3	5
Compulsory Elective	114902	Operate a computer	2	6
Compulsory Elective	258160	Demonstrate knowledge of products in own area of operation in a Wholesale and Retail environment	3	8
Compulsory Elective	258162	Sell products to customers in a wholesale and retail outlet	3	12
Select an addit	tional minim	num of 37 credits from the list below for a learnership		
Elective	9506	Communicate in an assertive manner with clients and fellow workers	4	4
Elective	13912	Apply knowledge of self and team in order to develop a plan to enhance team performance	3	5
Elective	13931	Monitor and control the maintenance of office equipment	3	4
Elective	13932	Prepare and process documents for financial and banking processes	3	5
Elective	113852	Apply occupational health, safety and environmental principles	3	10
Elective	113909	Coach a team member in order to enhance individual performance in work environment	3	5
Elective	114891	Count stock for a stock-take	2	5
Elective	114893	Pack customer purchases at point of sales	2	3
Elective	114896	Receive stock	3	12
Elective	114902	Operate a computer in a Wholesale/Retail outlet	2	6
Elective	117877	Perform one-to-one training on the job	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	4	4
Elective	242811	Prioritise time and work for self and team	4	5
Elective	242816	Conduct a structured meeting	4	5
Elective	242819	Motivate and Build a Team	4	10
Elective	243672	Maintain the stockroom	3	10
Elective	243679	Recommend orders for clients in a fast moving consumer goods environment	3	8
Elective	243680	Take orders from customers	3	12
Elective	243681	Uplift stock for return	3	5
Elective	243712	Address customer queries in a wholesale environment	3	10
Elective	243804	Replenish stock in a retail business	3	12
Elective	243805	Merchandise products in a retail business	3	12
Elective	243806	Deal with customers in a retail business	3	8
Elective	243809	Run a small business	3	12
Elective	243810	Control cash in a small business	3	12



Туре	ID	Unit Standard Title	NQF	Credits
Elective	252202	Deal with brand, product and service promotions	4	4
Elective	252203	Demonstrate an understanding of the target market	4	4
Elective	252210	Handle a range of customer complaints	4	4
Elective	252211	Demonstrate an understanding of the competitive environment and product positioning	4	6
Elective	258157	Explain the processing of transactions in a wholesale and retail outlet	2	6
Elective	258175	Break bulk, pack and label stock	2	8
Elective	258215	Present a visual display in a wholesale or retail outlet	3	8
Elective	258217	Evaluate a visually merchandised display	3	12
Elective	258221	Explain the role of visual merchandising in the organisation	3	4

Option 6: Specialisation: Retail Sales - Integrated programmes material set for a Learnership

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
63409	National Certificate: Wholesale and Retail Operations (WR SETA) Electives: To be set Compulsory Electives: 114902, 258160, 258162	3	137	R 15 000

The *integrated* learning material sets are presented as learning programmes:

Please contact **GemTrain™** for the layout that is currently in re-development



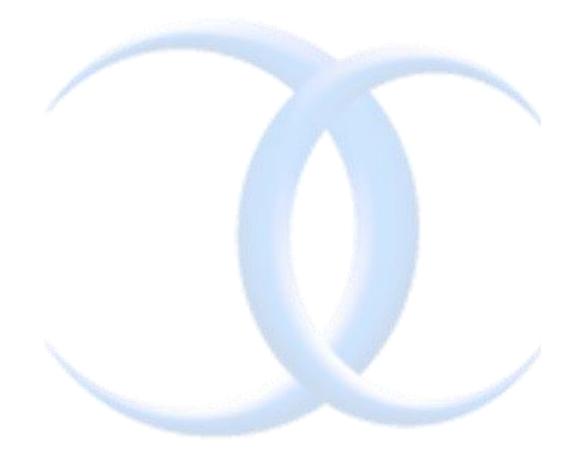
Option 7: Specialisation: Wholesale Sales - Single unit standards material set for a Learnership

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>63409</u>	National Certificate: Wholesale and Retail Operations (WR SETA) Compulsory Electives: 114902, 243680, 243712	3	157	R 15 000

		The real fill of the real file of the re		
Type	ID	Unit Standard Title	NQF	Credits
Core	114895	Define the core concepts of the wholesale and retail environment	2	10
Core	258155	Explain the factors that impact on the bottom line of a Wholesale and Retail unit	3	10
Core	258156	Build customer relations in an operational unit	3	10
Core	258161	Apply theft, fraud and safety controls in a Wholesale and Retail outlet	3	8
Fundamental	7456	Use mathematics to investigate and monitor the financial aspects of	3	5
runuamentai	7430	personal, business and national issues	3	3
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	3	2
Fundamental	9012	Investigate life and work related problems using data and probabilities	3	5
Fundamental	9013	Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	3	4
Fundamental	119457	Interpret and use information from texts	3	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts	3	5
Fundamental	119467	Use language and communication in occupational learning programmes	3	5
Fundamental	119472	Accommodate audience and context needs in oral/signed communication	3	5
Compulsory Elective	114902	Operate a computer in a Wholesale/Retail outlet	3	6
Compulsory Elective	243680	Take orders from customers	3	12
Compulsory Elective	243712	Address customer queries in a wholesale environment	3	10
Select an addi	tional minim	num of 55 credits from the list below for a learnership		
Elective	9506	Communicate in an assertive manner with clients and fellow workers	4	4
Elective	13912	Apply knowledge of self and team in order to develop a plan to enhance team performance	3	5
Elective	13931	Monitor and control the maintenance of office equipment	3	4
Elective	13932	Prepare and process documents for financial and banking processes	3	5
Elective	113852	Apply occupational health, safety and environmental principles	3	10
Elective	113909	Coach a team member in order to enhance individual performance in work environment	3	5
Elective	114891	Count stock for a stock-take	2	5
Elective	114892	Dispatch stock	3	10
Elective	114893	Pack customer purchases at point of sales	2	3
Elective	114896	Receive stock	3	12
Elective	117877	Perform one-to-one training on the job	3	4
Elective	117891	Dispatch stock from a DC	3	12
Elective	117897	Maintain stock balances	3	8
Elective	117901	Receive stock in a DC/Warehouse	3	15
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	4	4
Elective	242811	Prioritise time and work for self and team	4	5
Elective	242816	Conduct a structured meeting	4	5
Elective	242819	Motivate and Build a Team	4	10
Elective	243672	Maintain the stockroom	3	10
Elective	243679	Recommend orders for clients in a fast moving consumer goods environment	3	8
Elective	243681	Uplift stock for return	3	5
Elective	243804	Replenish stock in a retail business	3	12
Elective	243805	Merchandise products in a retail business	3	12
Elective	243806	Deal with customers in a retail business	3	8
Elective	243809	Run a small business	3	12
	5556	1		



Туре	ID	Unit Standard Title	NQF	Credits
Elective	243810	Control cash in a small business	3	12
Elective	252202	Deal with brand, product and service promotions	4	4
Elective	252203	Demonstrate an understanding of the target market	4	4
Elective	252210	Handle a range of customer complaints	4	4
Elective	252211	Demonstrate an understanding of the competitive environment and product positioning	4	6
Elective	258157	Explain the processing of transactions in a wholesale and retail outlet	2	6
Elective	258160	Demonstrate knowledge of products in own area of operation in a Wholesale and Retail environment	3	8
Elective	258162	Sell products to customers in a wholesale and retail outlet	3	12
Elective	258175	Break bulk, pack and label stock	2	8
Elective	258215	Present a visual display in a wholesale or retail outlet	3	8
Elective	258217	Evaluate a visually merchandised display	3	12
Elective	258221	Explain the role of visual merchandising in the organisation	3	4





Option 8: Specialisation: Wholesale Sales - Integrated programmes material set for a Learnership

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
63409	National Certificate: Wholesale and Retail Operations (WR SETA) Electives: 9506, 114891, 114893, 243672, 243806, 258157, 258160, 258162 Compulsory Electives: 114902, 243680, 243712	3	157	R 15 000

The integrated learning material sets are presented as learning programmes:

Туре	ID	Unit Standard Title	NQF	Credits
Learning Progr	amme 1: C	ore concepts		
Core	114895	Define the core concepts of the wholesale and retail environment	2	10
Learning Progr	amme 2: O	ccupational Learning		
Fundamental	119467	Use language and communication in occupational learning programmes	3	5
Fundamental	9012	Investigate life and work related problems using data and probabilities	3	5
		usiness Communication		
Learning i rogi		Accommodate audience and context needs in oral/signed		1
Fundamental	119472	communication	3	5
Fundamental	119457	Interpret and use information from texts	3	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts	3	5
Learning Progr	amme 4: M	lathematical 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	3	2
Fundamental	9013	Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	3	4
Fundamental	7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	3	5
Learning Progr	amme 5: B	ottom Line, Theft, Fraud and Safety		
Core	258155	Explain the factors that impact on the bottom line of a Wholesale and Retail unit	3	10
Core	258161	Apply theft, fraud and safety controls in a Wholesale and Retail outlet	3	8
Learning Progr	amme 6: S			
Elective	114891	Count stock for a stock-take	2	5
Elective	243672	Maintain the stockroom	3	10
Learning Progr	amme 7: S	ell Products		
Elective	258160	Demonstrate knowledge of products in own area of operation in a Wholesale and Retail environment	3	8
Elective	258162	Sell products to customers in a Wholesale and Retail outlet	3	12
		ustomer Service		,
Core	258156	Build customer relations in an operational unit	3	10
Elective	9506	Communicate in an assertive manner with clients and fellow workers	3	10
Elective	243806	Deal with customers in a retail business	3	8
		eal with Customers at POS		
Compulsory Elective	114902	Operate a computer	2	6
Elective	258157	Explain the processing of transactions in a wholesale and retail outlet	2	6
Elective	114893	Pack customer purchases at point of sales	2	6
		: Deal with Customer Orders and Queries		
Compulsory Elective	243680	Take orders from customers	2	12
Compulsory Elective	243712	Address customer queries in a wholesale environment	3	10



Option 9: Specialisation: Visual Merchandising - Single unit standards material set for a Learnership

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
63409	National Certificate: Wholesale and Retail Operations (WR SETA) Compulsory Electives: 258215; 258217; 258221	3	120	R 15 000

		Lust Otan Jan Tills	NOF	0 "
Туре	ID	Unit Standard Title	NQF	Credits
Core	114895	Define the core concepts of the wholesale and retail environment	2	10
Core	258155	Explain the factors that impact on the bottom line of a Wholesale and Retail unit	3	10
Core	258156	Build customer relations in an operational unit	3	10
Core	258161	Apply theft, fraud and safety controls in a Wholesale and Retail outlet	3	8
Fundamental	7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	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	3	2
Fundamental	9012	Investigate life and work related problems using data and probabilities	3	5
Fundamental	9013	Describe, apply, analyse and calculate shape and motion in 2-and 3- dimensional space in different contexts	3	4
Fundamental	119457	Interpret and use information from texts	3	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts	3	5
Fundamental	119467	Use language and communication in occupational learning programmes	3	5
Fundamental	119472	Accommodate audience and context needs in oral/signed communication	3	5
Compulsory Elective	258215	Present a visual display in a wholesale or retail outlet	3	8
Compulsory Elective	258217	Evaluate a visually merchandised display	3	12
Compulsory Elective	258221	Explain the role of visual merchandising in the organisation	3	4
	ional minim	num of 30 credits from the list below for a learnership		
Elective	9506	Communicate in an assertive manner with clients and fellow workers	4	4
Elective	13912	Apply knowledge of self and team in order to develop a plan to enhance team performance	3	5
Elective	13931	Monitor and control the maintenance of office equipment	3	4
Elective	13932	Prepare and process documents for financial and banking processes	3	5
Elective	113852	Apply occupational health, safety and environmental principles	3	10
Elective	113909	Coach a team member in order to enhance individual performance in work environment	3	5
Elective	114891	Count stock for a stock-take	2	5
Elective	114892	Dispatch stock	3	10
Elective	114893	Pack customer purchases at point of sales	2	3
Elective	114896	Receive stock	3	12
Elective	114902	Operate a computer in a Wholesale/Retail outlet	2	6
Elective	117877	Perform one-to-one training on the job	3	4
Elective	117891	Dispatch stock from a DC	3	12
Elective	117897	Maintain stock balances	3	8
Elective	117901	Receive stock in a DC/Warehouse	3	15
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	4	4
Elective	242811	Prioritise time and work for self and team	4	5
Elective	242816	Conduct a structured meeting	4	5
Elective	242819	Motivate and Build a Team	4	10
Elective	243672	Maintain the stockroom	3	10
Elective	243679	Recommend orders for clients in a fast moving consumer goods environment	3	8
Elective	243680	Take orders from customers	3	12
Elective	243681	Uplift stock for return	3	5
Elective	243712	Address customer queries in a wholesale environment	3	10



Туре	ID	Unit Standard Title	NQF	Credits
Elective	243804	Replenish stock in a retail business	3	12
Elective	243805	Merchandise products in a retail business	3	12
Elective	243806	Deal with customers in a retail business	3	8
Elective	243809	Run a small business	3	12
Elective	243810	Control cash in a small business	3	12
Elective	252202	Deal with brand, product and service promotions	4	4
Elective	252203	Demonstrate an understanding of the target market	4	4
Elective	252210	Handle a range of customer complaints	4	4
Elective	252211	Demonstrate an understanding of the competitive environment and product positioning	4	6
Elective	258157	Explain the processing of transactions in a wholesale and retail outlet	2	6
Elective	258158	Advise on and promote nail care products in a retail environment	3	3
Elective	258160	Demonstrate knowledge of products in own area of operation in a Wholesale and Retail environment	3	8
Elective	258162	Sell products to customers in a wholesale and retail outlet	3	12
Elective	258175	Break bulk, pack and label stock	2	8
Elective	258176	Advise on and promote colour cosmetic products in a retail environment	3	3
Elective	258178	Advise on and promote hair care products in a retail environment	3	3
Elective	258179	Advise on and promote skin care products in a retail environment	3	5

Option 10: Specialisation: Visual Merchandising - Integrated programmes material set for a Learnership

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
63409	National Certificate: Wholesale and Retail Operations (WR SETA) Electives: To be set Compulsory Electives:258215; 258217; 258221	3	128	R 15 000

The *integrated* learning material sets are presented as learning programmes:

Please contact **GemTrain™** for the layout that is currently in re-development



Option 11: Specialisation: Cosmetics - Single unit standards material set for a Learnership

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
63409	National Certificate: Wholesale and Retail Operations (WR SETA) Compulsory Electives: 258158, 258176, 258178, 258179	3	128	R 15 000

		The real filling material sets have been developed for the following:		
Туре	ID	Unit Standard Title	NQF	Credits
Core	114895	Define the core concepts of the wholesale and retail environment	2	10
Core	258155	Explain the factors that impact on the bottom line of a Wholesale and Retail unit	3	10
Core	258156	Build customer relations in an operational unit	3	10
Core	258161	Apply theft, fraud and safety controls in a Wholesale and Retail outlet	3	8
Firedona atal		Use mathematics to investigate and monitor the financial aspects of	_	_
Fundamental	7456	personal, business and national issues	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	3	2
		relevant calculations		
Fundamental	9012	Investigate life and work related problems using data and probabilities	3	5
Fundamental	9013	Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	3	4
Fundamental	119457	Interpret and use information from texts	3	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts	3	5
Fundamental	119467	Use language and communication in occupational learning programmes	3	5
Fundamental	119472	Accommodate audience and context needs in oral/signed communication	3	5
Compulsory Elective	258158	Advise on and promote nail care products in a retail environment	3	3
Compulsory Elective	258176	Advise on and promote colour cosmetic products in a retail environment	3	3
Compulsory Elective	258178	Advise on and promote hair care products in a retail environment	3	3
Compulsory Elective	258179	Advise on and promote skin care products in a retail environment	3	5
		num of 40 credits from the list below for a learnership		
Elective	9506	Communicate in an assertive manner with clients and fellow workers	4	4
Elective	13912	Apply knowledge of self and team in order to develop a plan to enhance team performance	3	5
Elective	13931	Monitor and control the maintenance of office equipment	3	4
Elective	13932	Prepare and process documents for financial and banking processes	3	5
Elective	113852	Apply occupational health, safety and environmental principles	3	10
Elective	113909	Coach a team member in order to enhance individual performance in work environment	3	5
Elective	114891	Count stock for a stock-take	2	5
Elective	114892	Dispatch stock	3	10
Elective	114893	Pack customer purchases at point of sales	2	3
Elective	114896	Receive stock	3	12
Elective	114902	Operate a computer in a Wholesale/Retail outlet	2	6
Elective	117877	Perform one-to-one training on the job	3	4
Elective	117891	Dispatch stock from a DC	3	12
Elective	117897	Maintain stock balances	3	8
Elective	117901	Receive stock in a DC/Warehouse	3	15
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	4	4
Elective	242811	Prioritise time and work for self and team	4	5
Elective	242816	Conduct a structured meeting	4	5
Elective	242819	Motivate and Build a Team	4	10
	- 1 -010			10
		Maintain the stockroom	. 3	1 111
Elective Elective	243672 243679	Maintain the stockroom Recommend orders for clients in a fast moving consumer goods	3	8
Elective Elective	243672 243679	Recommend orders for clients in a fast moving consumer goods environment	3	8
Elective	243672	Recommend orders for clients in a fast moving consumer goods		



Туре	ID	Unit Standard Title	NQF	Credits
Elective	243804	Replenish stock in a retail business	3	12
Elective	243805	Merchandise products in a retail business	3	12
Elective	243806	Deal with customers in a retail business	3	8
Elective	243809	Run a small business	3	12
Elective	243810	Control cash in a small business	3	12
Elective	252202	Deal with brand, product and service promotions	4	4
Elective	252203	Demonstrate an understanding of the target market	4	4
Elective	252210	Handle a range of customer complaints	4	4
Elective	252211	Demonstrate an understanding of the competitive environment and product positioning	4	6
Elective	258157	Explain the processing of transactions in a wholesale and retail outlet	2	6
Elective	258160	Demonstrate knowledge of products in own area of operation in a Wholesale and Retail environment	3	8
Elective	258162	Sell products to customers in a wholesale and retail outlet	3	12
Elective	258175	Break bulk, pack and label stock	2	8
Elective	258215	Present a visual display in a wholesale or retail outlet	3	8
Elective	258217	Evaluate a visually merchandised display	3	12
Elective	258221	Explain the role of visual merchandising in the organisation	3	4

Option 12: Specialisation: Cosmetics - Integrated programmes material set for a Learnership

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
63409	National Certificate: Wholesale and Retail Operations (WR SETA) Electives: To be set Compulsory Electives: 258158, 258176, 258178, 258179	3	128	R 15 000

The *integrated* learning material sets are presented as learning programmes:

Please contact **GemTrain™** for the layout that is currently in re-development



Qualification: 67465: NC: Business Administration Services

Option 1: LP 23655 - Single unit standards material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
67465	National Certificate: Business Administration Services (SSETA)	3	120	R 15 000

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



Option 2: LP 23655 - Integrated programmes material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>67465</u>	National Certificate: Business Administration Services (SSETA) Electives: 7790, 13928, 13930	3	120	R 15 000

The *integrated* learning material sets are presented as learning programmes:

no miogratoa	ioairiii ig i	naterial sets are presented as learning programmes.		
Туре	ID	Unit Standard Title	NQF	Credits
Learning Progr	amme 1:	The Business Environment		
Core	14357	Demonstrate an understanding of a selected business environment	4	10
Core	7785	Function in a business environment	3	4
Core	7796	Maintain a secure working environment	3	1
Learning Progr	amme 2: F	Business Communication		
Fundamental	9960	Communicate verbally and non-verbally in the workplace	3	8
Fundamental	8968	Accommodate audience and context needs in oral communication	3	5
	amme 3: F	Business Reception		
Elective	13928	Monitor and control reception area	3	4
Elective	13930	Monitor and control the receiving and satisfaction of visitors	3	4
Elective	7790	Process incoming and outgoing telephone calls	3	3
		Business Writing Skills		
Fundamental	8969	Interpret and use information from texts	3	5
Fundamental	8970	Write texts for a range of communicative contexts	3	5
		Numeracy Skills		
		Demonstrate an understanding of the use of different number bases		
Fundamental	9010	and measurement units and an awareness of error in the context of	3	2
randamontai	00.0	relevant calculations		_
Fundamental	9012	Investigate life and work related problems using data and probabilities	3	5
		Describe, apply, analyse and calculate shape and motion in 2-and 3-		
Fundamental	9013	dimensional space in different contexts	3	4
Learning Progr	amme 6: [Financial Administration		<u>I</u>
		Use mathematics to investigate and monitor the financial aspects of	_	
Fundamental	7456	personal, business and national issues	3	5
Fundamental	11241	Perform Basic Business Calculations	3	6
Learning Progr				<u> </u>
Core	7567	Produce and use spreadsheets for business	3	5
Core	7570	Produce word processing documents for business	3	5
		Feamwork Skills		
Core	10170	Demonstrate understanding of employment relations in an organisation	3	3
Core	8420	Operate in a team	2	4
Core	7860	Introduce new staff to the workplace	3	1
		Use communication skills to handle and resolve conflict in the		
Core	9533	workplace	3	3
Learning Progr	amme 9: N	Meeting Administration		<u>I</u>
Core	13929	Co-ordinate meetings, minor events and travel arrangements	3	3
Core	13934	Plan and prepare meeting communications	3	4
		Business Administration		<u>'</u>
Core	13937	Monitor and control office supplies	3	2
Core	13931	Monitor and control the maintenance of office equipment	3	4
		Plan, monitor and control an information system in a business		
Core	13933	environment	3	3
Core	7706	Maintain a Booking System	3	3
		Business Research	3	<u> </u>
Core	13935	Plan and conduct basic research in an office environment	3	6
Core	7573	Demonstrate ability to use the World Wide Web	2	3
		nd programmes are available for sale as individual learning program		J
OP 108 400\	, — 1 — AIIIII	or coconaccides are avaliable for sale as individual learning brookan		



Option 3: LP 23655 - Integrated programmes material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
67465	National Certificate: Business Administration Services (SSETA) Electives: 117111, 117156, 242810	3	120	R 15 000

The *integrated* learning material sets are presented as learning programmes:

Туре	ID	Unit Standard Title	NQF	Credits
Learning Progr	amme 1: T	he Business Environment		
Core	14357	Demonstrate an understanding of a selected business environment	4	10
Core	7785	Function in a business environment	3	4
Core	7796	Maintain a secure working environment	3	1
		usiness Communication		
Fundamental	9960	Communicate verbally and non-verbally in the workplace	3	8
Fundamental	8968	Accommodate audience and context needs in oral communication	3	5
		usiness Writing Skills		
Fundamental	8969	Interpret and use information from texts	3	5
Fundamental	8970	Write texts for a range of communicative contexts	3	5
Learning Progr	L			
Loanning i rogi		Demonstrate an understanding of the use of different number bases		
Fundamental	9010	and measurement units and an awareness of error in the context of	3	2
ranaamontai	0010	relevant calculations		_
Fundamental	9012	Investigate life and work related problems using data and probabilities	3	5
		Describe, apply, analyse and calculate shape and motion in 2-and 3-		
Fundamental	9013	dimensional space in different contexts	3	4
Learning Progr	amme 5: F	inancial Administration		
		Use mathematics to investigate and monitor the financial aspects of		
Fundamental	7456	personal, business and national issues	3	5
Fundamental	11241	Perform Basic Business Calculations	3	6
		usiness Reception		
Elective	117111	Apply knowledge of basic accounting principles to financial services	3	4
Elective	117156	Interpret basic financial statements	4	4
Elective	242810		4	6
Learning Progr		Manage expenditure against a budget	4	U
			3	5
Core	7567 7570	Produce and use spreadsheets for business		
Core		Produce word processing documents for business	3	5
Learning Progr	amme 8: 1			
Core	10170	Demonstrate understanding of employment relations in an organisation	3	3
Core	8420	Operate in a team	2	4
Core	7860	Introduce new staff to the workplace	3	1
Core	9533	Use communication skills to handle and resolve conflict in the workplace	3	3
Learning Progr	amme 9: M	leeting Administration		
Core	13929	Co-ordinate meetings, minor events and travel arrangements	3	3
Core	13934	Plan and prepare meeting communications	3	4
		Business Administration		
Core	13937	Monitor and control office supplies	3	2
Core	13931	Monitor and control office supplies Monitor and control the maintenance of office equipment	3	4
COIG		Plan, monitor and control an information system in a business	J	-
Core	13933	environment	3	3
Core	7706	Maintain a Booking System	3	3
		Business Research	3	J
	13935	Plan and conduct basic research in an office environment	3	6
Core		Personatrata ability to use the World Wide Web		6
Core	7573	Demonstrate ability to use the World Wide Web	2	3



Additional and Separate Integrated Learning Programmes

Туре	ID	Unit Standard Title	NQF	Credits
LP: General	LP: General Receptionist			00-00
Elective	13928	Monitor and control reception area	3	4
Elective	13930	Monitor and control the receiving and satisfaction of visitors	3	4
Core	7706	Maintain a booking system	3	3

Туре	ID	Unit Standard Title	NQF	Credits
LP: Hotel Re	LP: Hotel Receptionist			00-00
Elective	13928	Monitor and control reception area	3	4
Elective	13930	Monitor and control the receiving and satisfaction of visitors	3	4
Core	7706	Maintain a booking system	3	3

Туре	ID	Unit Standard Title	NQF	Credits
LP: Office Administrator			R5 0	00-00
Core	7785	Function in a business environment	3	4
Elective	7790	Process incoming and outgoing telephone calls	3	3
Core	13934	Plan and prepare meeting communications	3	4

Туре	ID	Unit Standard Title	NQF	Credits
LP: Finance for Non-Financial Administrators				00-00
Elective	13932	Prepare and process documents for financial and banking processes	3	5
Elective	242810	Manage expenditure against a budget	4	6
Elective	117156	Interpret basic financial statements	4	4

Туре	ID	Unit Standard Title	NQF	Credits
LP: Business	LP: Business calculations and processes			00-00
Fundamental	11241	Perform basic business calculations	3	6
Elective	13932	Prepare and process documents for financial and banking processes	3	5
Core	13933	Plan, monitor and control an information system in a business environment	3	3



Qualification: 83946: NC: Management

Option 1: LP 23654 - Single unit standards material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
83946	National Certificate: Management (SSETA)	3	120	R 15 000

Туре	ID	Unit Standard Title	NQF	Credits
Core	13911	Induct a new member into a team	3	3
Core	13912	Apply knowledge of self and team in order to develop a plan to	3	5
Core		enhance team performance		
Core	13914	Conduct a formal meeting	3	3
		Demonstrate knowledge and understanding of HIV/AIDS in a		
Core	13915	workplace, and its effects on a business sub-sector, own organisation	3	4
		and a specific workplace		
Core	13916	Identify and keep the records that a team manager is responsible for	3	4
0016	10010	keeping	3	7
Core	13917	Indicate the role of a team leader ensuring that a team meets an	3	6
0016	10017	organisation`s standards)	0
Core	13919	Investigate and explain the structure of a selected workplace or	3	10
Oole		organisation	No.	
Core	13918	Manage time and the work process in a business environment	3	4
Core	13947	Motivate a team	4	6
Core	14665	Interpret current affairs related to a specific business sector	3	10
Core	14667	Describe and apply the management functions of an organisation	4	10
Fundamental	7456	Use mathematics to investigate and monitor the financial aspects of	3	5
runuamentai	7450	personal, business and national issues	ว	5
Fundamental	8968	Accommodate audience and context needs in oral communication	3	5
Fundamental	8969	Interpret and use information from texts	3	5
Fundamental	8970	Write texts for a range of communicative contexts	3	5
Considerate and all	8973	Use language and communication in occupational learning	0	_
Fundamental		programmes	3	5
		Demonstrate an understanding of the use of different number bases		
Fundamental	9010	and measurement units and an awareness of error in the context of	3	2
		relevant calculations		
Fundamental	9012	Investigate life and work related problems using data and probabilities	3	5
Fundamental	9013	Describe, apply, analyse and calculate shape and motion in 2-and 3-	3	4
runuamentai	9013	dimensional space in different contexts	3	4
Select an addit	tional minir	mum of 19 credits from the list below		
Elective	7567	Produce and use spreadsheets for business	3	5
Elective	7570	Produce word processing documents for business	3	5
Clootius.	7574	Demonstrate the ability to use electronic mail software to send and	2	2
Elective	7571	receive messages	2	3
Elective	7573	Demonstrate ability to use the World Wide Web	2	3
Elective	7575	Produce presentation documents for business	3	5
Flootive	0000	Access information in order to respond to client enquiries in a financial	3	0
Elective	9302	services environment	3	2
Elective	9303	Communicate verbally with clients in a financial environment	3	3
Elective	10023	Identify internal and external stakeholders	4	4
		Analyse new developments reported in the media that could impact		
Elective	13943	on a business sector or industry	4	10
Election	40044	Describe the relationship of junior management to the general	4	_
Elective	13944	management function	4	5
Elective	13948	Negotiate an agreement or deal in an authentic work situation	4	5
	Elective 15214 Recognise areas in need of change, make recommendations and implement change in the team, department or division		-	
Elective			5	3
	4565	Empower team members through recognising strengths, encouraging	+ +	
Elective	15224	participation in decision making and delegating tasks	5	4
Elective	15238	Devise and apply strategies to establish and maintain relationships	5	3



Option 2: LP 23654 - Integrated programmes material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>83946</u>	National Certificate: Management (SSETA) Electives: 13943, 13944, 15224, 15238	3	120	R 15 000

The *integrated* learning material sets are presented as learning programmes:

Type	ID	Unit Standard Title	NQF	Credits
		Role of the Supervisor	140(1	Orcuio
		Apply knowledge of self and team in order to develop a plan to		
Core	13912	enhance team performance	3	5
Core	13917	Indicate the role of a team leader ensuring that a team meets an organisation's standards	3	6
Fundamental	8973	Use language and communication in occupational learning	3	5
Learning Progr	amme 2: !	programmes Supervision as a management function		
Learning i rogi	arrine 2. v	Investigate and explain the structure of a selected workplace or		1
Core	13919	organisation	3	10
Fundamental	8969	Interpret and use information from texts	3	5
Elective	13944	Describe the relationship of junior management to the general management function	4	5
Learning Progr	amme 3: I	External environment of the supervisor		
Core	14665	Interpret current affairs related to a specific business sector	3	10
Elective	13943	Analyse new developments reported in the media that could impact on a business sector or industry	4	10
Fundamental	8970	Write texts for a range of communicative contexts	3	5
		Internal environment of the supervisor	J	
Learning i rogi		Demonstrate knowledge and understanding of HIV/AIDS in a		1
Core	13915	workplace, and its effects on a business sub-sector, own organisation and a specific workplace	3	4
Fundamental	9012	Investigate life and work related problems using data and probabilities	3	5
Tundamentai	3012			
Fundamental	Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations		3	2
Fundamental	9013	Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	3	4
Learning Progr	amme 5: I	Functioning as a supervisor		<u> </u>
Core	14667	Describe and apply the management functions of an organisation	4	10
Core	13918	Manage time and the work process in a business environment	3	4
Fundamental	7456	Use mathematics to investigate and monitor the financial aspects of	3	5
		personal, business and national issues		
		Building a team		_
Core	13947	Motivate a team	4	6
Elective	15224	Empower team members through recognising strengths, encouraging participation in decision making and delegating tasks	5	4
Learning Progr	amme 7:	Conducting a meeting as a supervisor		
Core	13914	Conduct a formal meeting	3	3
Fundamental	8968	Accommodate audience and context needs in oral communication	3	5
	amme 8: I	Dealing with team members		
Core	13911	Induct a new member into a team	3	3
Core	13916	Identify and keep the records that a team manager is responsible for keeping	3	4
Elective	15238	Devise and apply strategies to establish and maintain relationships	5	3
		ng programmes are available for sale as individual learning progra		



Option 3: LP 23654 - Integrated programmes material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
83946	National Certificate: Management (SSETA) Electives: 7573, 7567, 7570; 7575; 7571	3	120	R 15 000

The *integrated* learning material sets are presented as learning programmes:

Type	ID	Unit Standard Title	NQF	Credits
Learning Progr	ramme 1: R	tole of the Supervisor		
		Apply knowledge of self and team in order to develop a plan to	_	_
Core	13912	enhance team performance	3	5
	40047	Indicate the role of a team leader ensuring that a team meets an	_	
Core	13917	organisation`s standards	3	6
Learning Progr		lanagement functions		
Core	14667	Describe and apply the management functions of an organisation	4	10
Core	13919	Investigate and explain the structure of a selected workplace or organisation	3	10
Learning Progr	ramme 3: C	communication skills		
Fundamental	8973	Use language and communication in occupational learning programmes	3	5
Fundamental	8969	Interpret and use information from texts	3	5
Fundamental	8970	Write texts for a range of communicative contexts	3	5
Fundamental	8968	Accommodate audience and context needs in oral communication	3	5
Learning Progr	ramme 4: M	fathematical 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	3	2
Tundamentai	3010	relevant calculations	3	
Fundamental	pental 9013 Describe, apply, analyse and calculate shape and motion in 2-and 3-		3	4
		dimensional space in different contexts Use mathematics to investigate and monitor the financial aspects of		
Fundamental 7456 personal, business and national issues		3	5	
Fundamental	9012	Investigate life and work related problems using data and probabilities	3	5
Learning Progr	ramme 5: M	lotivation and Time management		
Core	13947	Motivate a team	4	6
Core	13918	Manage time and the work process in a business environment	3	4
Learning Progr	ramme 6: D	eal with team members		
Core	13914	Conduct a formal meeting	3	3
Core	13911	Induct a new member into a team	3	3
Core	13916	Identify and keep the records that a team manager is responsible for keeping	3	4
Learning Progr	ramme 7: C	Organisational environment		
	No.	Demonstrate knowledge and understanding of HIV/AIDS in a	ALC:	
Core	13915	workplace, and its effects on a business sub-sector, own organisation and a specific workplace	3	4
Core	14665	Interpret current affairs related to a specific business sector	3	10
Learning Progr		IS Word and Excel		•
Elective	7570	Produce word processing documents for business	3	5
Elective	7567	Produce and use spreadsheets for business	3	5
	ramme 9: M	IS PowerPoint, Internet and Outlook		
Elective	7575	Produce presentation documents for business	3	5
Elective	7573	Demonstrate ability to use the World Wide Web	2	3
Elective	7571	Demonstrate the ability to use electronic mail software to send and receive messages	2	3
lata. Tha ala		n programmes are available for sale as individual learning progra		

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

Additional and Separate Integrated Learning Programmes

	•			
Type	ID	Unit Standard Title	NQF	Credits
LP: Busines	s Team Le	ader	R5 0	00-00
Core	14667	Describe and apply the management functions of an organisation	4	10
Core	13912	Apply knowledge of self and team in order to develop a plan to enhance team performance	3	5
Elective	15224	Empower team members through recognising strengths, encouraging participation in decision making and delegating tasks	5	4



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

Option 1: LP 80566- Integrated programmes material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
93997	National Certificate: Contact Centre and Business Process Outsourcing Support (SSETA) Electives: 13948; 116606; 116608; 116940; 259458; 259639	3	124	R 15 000

The *integrated* learning material sets are presented as learning programmes:

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



Option 2: LP 80566- Integrated programmes material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
93997	National Certificate: Contact Centre and Business Process Outsourcing Support (SSETA) Electives: 13948; 116598; 116606, 116608; 259458; 259639	3	124	R 15 000

The *integrated* learning material sets are presented as learning programmes:

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



Option 3: LP 80566 - Integrated programmes material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
93997	National Certificate: Contact Centre and Business Process Outsourcing Support (SSETA) Electives: 13948; 116598; 116606; 116940; 259458; 259639	3	124	R 15 000

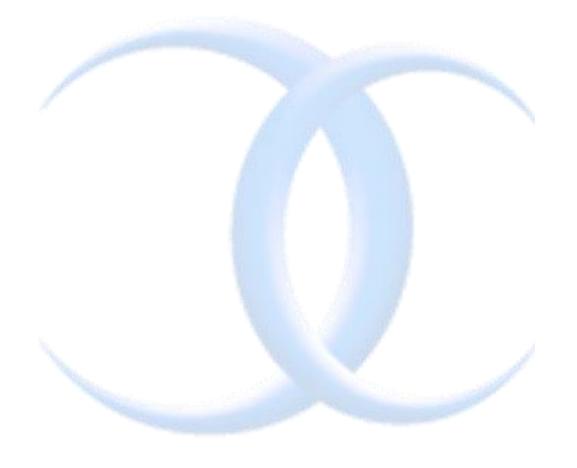
The *integrated* learning material sets are presented as learning programmes:

Туре	ID	Unit Standard Title	NQF	Credits
Learning Progr	amme 1: C	ontact Centre and BPO Practices		ı
Core	377420	Demonstrate an understanding of Contact Centre and BPO working practices	3	4
Fundamental	119472	Accommodate audience and context needs in oral/signed communication	3	5
Learning Progr	amme 2: C	ommunication skills		
Fundamental	119467	Use language and communication in occupational learning programmes	3	5
Fundamental	119457	Interpret and use information from texts	3	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts	3	5
Learning Progr	amme 3: M	lathematical and Financial Literacy		
Fundamental	9013	Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	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	3	2
Fundamental	7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	3	5
Learning Progr	amme 4: C	all Management		
Core	14348	Process incoming and outgoing telephone calls	2	3
Core	377421	Manage in-bound and/or out-bound calls in a Contact Centre	3	8
		ustomer Interaction		
Core	377441	Communicate with customers in a Contact Centre and BPO	3	10
Core	377401	Handle a range of customer complaints in a Contact Centre and BPO	3	10
Learning Progr				T
Elective	116606	Communicate orally with relevant stakeholders in the recovery of debt	4	6
Elective	13948	Negotiate an agreement or deal in an authentic work situation	4	5
Elective	116598	Compile debtor correspondence in accordance with legislation and standard procedures	4	6
		ata Processing		
Core	110025	Process data using information technology	4	5
Core	377460	Collect and record information queries and requests from customers	3	6
Elective	259458	Interpret classification systems in order to organise, retrieve and dispose of records	4	8
Learning Progr	amme 8: P			
Fundamental	9012	Investigate life and work related problems using data and probabilities	3	5
Elective	116940	Use a Graphical User Interface (GUI)-based spreadsheet application to solve a given problem	3	6
Learning Progr	amme 9: T	ime and Stress Management		
Core	115772	Use time management techniques to manage time in a financial services environment	2	2
Core	244589	Identify causes of stress and techniques to manage it in the workplace	3	2
Learning Progr	amme 10:	Team Performance and Safety Awareness		
Core	13912	Apply knowledge of self and team in order to develop a plan to enhance team performance	3	5
Elective	259639	Explain basic health and safety principles in and around the workplace	2	4
		n programmes are available for sale as individual learning program		· · · · · · · · · · · · · · · · · · ·



Additional and Separate Integrated Learning Programmes

Туре	ID	Unit Standard Title	NQF	Credits
LP: Data Capturer			R3 5	00-00
Core	377460	Collect and record information queries and requests from customers	3	6
Elective	259458	Interpret classification systems in order to organise, retrieve and dispose of records	4	8





NQF4 Qualifications

Qualification: 49397: NC: Wholesale and Retail Operations Supervision

Option 1: Single unit standards material set for a Learnership

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>49397</u>	National Certificate: Wholesale and Retail Operations Supervision (WR SETA)	4	135	R 15 000

The individual unit standard learning material sets have been developed for the following:

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	3	6
Core	13947	Motivate a team	4	6
Core	118028	Supervise customer service standards	4	8
Core	118029	Supervise housekeeping and hygiene in a store	4	6
Core	118037	Supervise sales performance	4	8
Core	118043	Supervise stock counts	4	8
Core	118045	Supervise implementation of loss control measures	4	8
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	4	6
Fundamental	8968	Accommodate audience and context needs in oral communication	3	5
Fundamental	8969	Interpret and use information from texts	3	5
Fundamental	8970	Write texts for a range of communicative contexts	3	5
Fundamental	8974	Engage in sustained oral communication and evaluate spoken texts	4	5
Fundamental	8975	Read analyse and respond to a variety of texts	4	5
Fundamental	8976	Write for a wide range of contexts	4	5
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	4	6
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	4	4
Fundamental	9302	Access information in order to respond to client enquiries in a financial services environment	3	2
Fundamental	9303	Communicate verbally with clients in a financial environment (2 nd language not required)	3	3
Fundamental	12155	Apply comprehension skills to engage written texts in a business environment	4	5
Select an addit	ional minim	num of 29 credits from the list below for a learnership		I
Elective	13911	Induct a new member into a team	3	3
Elective	13914	Conduct a formal meeting	3	3
Elective	13941	Apply the budget function in a business unit	4	5
Elective	13952	Demonstrate basic understanding of the Primary labour legislation that impacts on a business unit	4	8
Elective	14667	Describe and apply the management functions of an organisation	4	10
Elective	117155	Explain the scope of the Compensation for Occupational Injuries and Diseases Act 130 of 1993 (COIDA)	4	2
Elective	117156	Interpret basic financial statements	4	4
Elective	118030	Supervise P.O.S. Operations	4	8
Elective	118033	Supervise promotional activities	4	8
Elective	258156	Build customer relations in an operational unit	3	10

Note: WR SETA does not require 2nd language application unit standards



Option 2: Integrated programmes material set for a Learnership

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>49397</u>	National Certificate: Wholesale and Retail Operations Supervision (WR SETA) Electives: 13952, 117156, 118033, 258156	4	138 (135 needed)	R 15 000

The *integrated* learning material sets are presented as learning programmes:

Type	ID	Unit Standard Title	NQF	Credits
Learning Progr	amme 1: L	ead 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	3	6
Core	118028	Supervise customer service standards	4	8
Learning Progr	amme 2: L	ead and Motivate a Team		
Core	13947	Motivate a team	4	6
Elective	13952	Demonstrate basic understanding of the Primary labour legislation that impacts on a business unit	4	8
Learning Progr	amme 3: A	nalyse and Supervise Financial Performance		
Elective	117156	Interpret basic financial statements	4	4
Core	118037	Supervise sales performance	4	8
Learning Progr	amme 4: S	upervise promotional activities		
Elective	118033	Supervise promotional activities	4	8
Learning Progr	amme 5: B	uild customer relations		
Elective	258156	Build customer relations in an operational unit	3	10
Learning Progr	amme 6: S	upervise Stock Counts, Housekeeping and Loss Control		
Core	118043	Supervise stock counts	4	8
Core	118029	Supervise housekeeping and hygiene in a store	4	6
Core	118045	Supervise implementation of loss control measures	4	8
		undamental Mathematics		
Fundamental	9016	Represent, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	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	8
Learning Progr	amme 8: F	undamental Communication		
Fundamental	8975	Read, analyse and respond to a variety of texts	4	5
Fundamental	12155	Apply comprehension skills to engage written texts in a business environment	4	5
Fundamental	8969	Interpret and use information from texts	3	5
Fundamental	8976	Write for a wide range of contexts	4	5
Fundamental	8970	Write texts for a range of communicative contexts	3	5
Fundamental	8974	Engage in sustained oral communication and evaluate spoken texts	4	5
Fundamental	8968	Accommodate audience and context needs in oral communication	3	5
Fundamental	9303	Communicate verbally with clients in a financial environment	3	3
Fundamental	9302	Access information in order to respond to client enquiries in a financial services environment	3	2

Note: WR SETA does not require 2nd language modules



Qualification: 50080: FETC: Project Management

Option 1: Single unit standards material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>50080</u>	Further Education and Training Certificate: Project Management (SSETA)	4	136	R 15 000

Type	ID	Unit Standard Title	NQF	Credits
Core	120372	Explain fundamentals of project management	4	5
Core	120373	Contribute to project initiation, scope definition and scope change control	4	9
Core	120374	Contribute to the management of project risk within own field of expertise	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	4	6
Core	120376	Conduct project documentation management to support project processes	4	6
Core	120379	Work as a project team member	4	8
Core	120381	Implement project administration processes according to requirements	4	5
Core	120382	Plan, organise and support project meetings and workshops	4	4
Core	120383	Provide assistance in implementing and assuring project work meets quality requirements	3	6
Core	120384	Develop a simple schedule to facilitate effective project execution	4	8
Core	120387	Monitor, evaluate and communicate simple project schedules	4	4
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	4	6
Fundamental	8968	Accommodate audience and context needs in oral communication (2nd language)	3	5
Fundamental	8969	Interpret and use information from texts (2nd language)	3	5
Fundamental	8970	Write texts for a range of communicative contexts (2nd language)	3	5
Fundamental	8973	Use language and communication in occupational learning programmes (2nd language)	3	5
Fundamental	8974	Engage in sustained oral communication and evaluate spoken texts	4	5
Fundamental	8975	Read analyse and respond to a variety of texts	4	5
Fundamental	8976	Write for a wide range of contexts	4	5
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	4	6
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	4	4
Fundamental	12153	Use the writing process to compose texts required in the business environment	4	5
Select an addit	ional minim	num 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	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	3	4
Elective	120378	Support the project environment and activities to deliver project objectives	5	14
Elective	120385	Apply a range of project management tools and techniques	4	7
Elective	120388	Supervise a project team of a small project to deliver project objectives	5	14
Elective	242819	Motivate and Build a Team	4	10



Option 2: Integrated programmes material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
50080	Further Education and Training Certificate: Project Management (SSETA) Electives: 120388	4	136	R 15 000

The *integrated* learning material sets are presented as learning programmes:

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



Option 3: Integrated programmes material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
50080	Further Education and Training Certificate: Project Management (SSETA) Electives: 120378	4	136	R 15 000

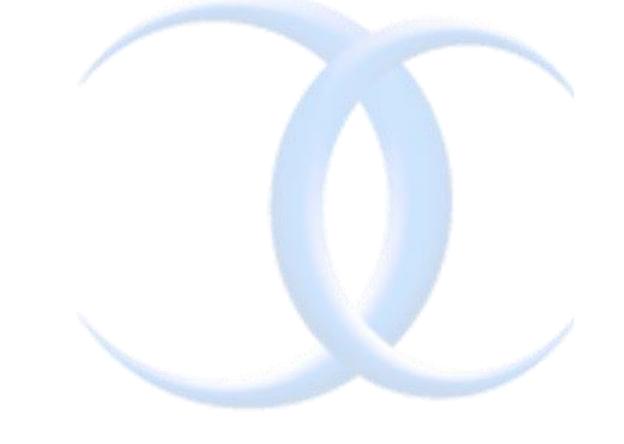
The *integrated* learning material sets are presented as learning programmes:

Type	ID	Unit Standard Title	NQF	Credits
	amme 1: F	Project Management introduction		
Core	120372	Explain fundamentals of project management	4	5
Core	120373	Contribute to project initiation, scope definition and scope change control	4	9
Learning Progr	amme 2: F	Project planning		
Core	120379	Work as a project team member	4	8
Core	120384	Develop a simple schedule to facilitate effective project execution	4	8
		Mathematical literacy		
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	4	6
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	4	4
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	4	6
Learning Progr	amme 4: F	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	4	6
Core	120374	Contribute to the management of project risk within own field of expertise	4	5
Learning Progr	amme 5: F	Project implementation		
Core	120387	Monitor, evaluate and communicate simple project schedules	4	4
Core	120383	Provide assistance in implementing and assuring project work meets quality requirements	3	6
Core	120382	Plan, organise and support project meetings and workshops	4	4
Learning Progr	amme 6: F	Project Communication		
Fundamental	8974	Engage in sustained oral communication and evaluate spoken texts	4	5
Fundamental	8975	Read analyse and respond to a variety of texts	4	5
Fundamental	8976	Write for a wide range of contexts	4	5
Fundamental	12153	Use the writing process to compose texts required in the business environment	4	5
Learning Progr	amme 7: F	Project 2nd language communication		
Fundamental	8973	Use language and communication in occupational learning programmes (2nd language)	3	5
Fundamental	8968	Accommodate audience and context needs in oral communication (2nd language)	3	5
Fundamental	8969	Interpret and use information from texts (2nd language)	3	5
Fundamental	8970	Write texts for a range of communicative context (2nd language)	3	5
		Project admin support		
Core	120376	Conduct project documentation management to support project processes	4	6
Core	120381	Implement project administration processes according to requirements	4	5
Learning Progr	amme 9: S	Support the project environment		
Elective	120378	Support the project environment and activities to deliver project objectives	5	14
loto: The abov	vo loarnin	g programmes are available for sale as individual learning programs	mac	



Type	ID	Unit Standard Title	NQF	Credits
LP: The Pro	oject Mana	ger	R5 000-00	
Core	120372	Explain fundamentals of project management	4	5
Core	120383	Provide assistance in implementing and assuring project work meets quality requirements	3	6
Elective	120388	Supervise a project team of a small project to deliver project objectives	5	14

Type	ID	Unit Standard Title	NQF	Credits
LP: Project	Schedulin	ng and Quality Management	R3 5	500-00
Core	120387	Monitor, evaluate and communicate simple project schedules	4	4
Core	120383	Provide assistance in implementing and assuring project work meets quality requirements	3	6





Qualification: 50081: FETC: Leadership Development

Option 1: Single unit standards material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>50081</u>	Further Education and Training Certificate: Leadership Development (LGSETA)	4	160	R 15 000

Туре	ID	Unit Standard Title	NQF	Credits
Core	14534	Apply knowledge of community issues in relation to development projects	3	4
Core	113955	Apply the Batho Pele principles to own work role and context	3	4
Core	113960	Demonstrate and apply knowledge of the ethical standards in the Public Sector	4	4
Core	114585	Plan strategically to improve business performance	4	4
Core	120300	Analyse leadership and related theories in a work context	5	8
Core	120305	Analyse the role that emotional intelligence plays in leadership	5	8
Core	120311	Apply visionary leadership to develop strategy	5	10
Core	120389	Explain and apply the concept principles and theories of motivation		6
Core	120390	Develop and apply a service culture to a leadership role	4	8
Core	120391	Apply leadership skills to relationship management	4	8
Core	120392	Apply the concept and principles of knowledge management to leadership	4	8
Core	120393	Explain and apply legislation and policies applicable to leadership in a specific sector or context	4	10
Core	120394	Apply communication principles, strategies and processes in a leadership role	4	6
Fundamental	8968	Accommodate audience and context needs in oral communication (2nd language)	3	5
Fundamental	8969	Interpret and use information from texts (2nd language)	3	5
Fundamental	8970	Write texts for a range of communicative contexts (2nd language)	3	5
Fundamental	8972	Interpret a variety of literary texts (2nd language)	3	5
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	4	6
Fundamental	8974	Engage in sustained oral communication and evaluate spoken texts	4	5
Fundamental	8975	Read analyse and respond to a variety of texts	4	5
Fundamental	8976	Write for a wide range of contexts	4	5
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	4	6
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3- dimensional space in different contexts	4	4
Fundamental	12153	Use the writing process to compose texts required in the business environment	4	5
Select an add	ditional mir	nimum of 16 credits and a minimum of 3 Unit Standards from the	list bel	ow
Elective	10140	Apply a range of project management tools	4	8
Elective	14667	Describe and apply the management functions of an organisation	4	10
Elective	15216	Create opportunities for innovation and lead projects to meet innovative ideas	5	4
Elective	114226	Interpret and manage conflicts within the workplace	5	8
Elective	115395	Apply and explain the generic business process and value chain model	5	12
Elective	115407	Apply the principles of change management in the workplace	5	10
Elective	116949	Establish how a value system underpins organisational transformation	5	12



Туре	ID	Unit Standard Title	NQF	Credits
LP: Strateg	ic Local G	overnment Management	R6 5	00-00
Core	114585	Plan strategically to improve business performance	4	4
Core	113955	Apply the Batho Pele principles to own work role and context	3	4
Core	113960	Demonstrate and apply knowledge of the ethical standards in the Public Sector	4	4
Core	120393	Explain and apply legislation and policies applicable to leadership in a specific sector or context	4	10

Qualification: 50332: Occupationally Directed Education Training and Development Practices

Туре	ID	Unit Standard Title	NQF	Credits
LP: Coachi	ng and Su	pport	R3 5	500-00
Core	117877	Perform one-to-one training on the job	3	4
Core	117865	Assist and support learners to manage their learning experiences	4	5



Qualification: 57712: FETC: Generic Management

Option 1: LP 74630: General Management - Single unit standards material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>57712</u>	Further Education and Training Certificate: Generic Management (SSETA)	4	150	R 15 000

Type	ID	Unit Standard Title	NQF	Credits
Core	242810	Manage expenditure against a budget	4	6
Core	242811	Prioritise time and work for self and team	4	5
Core	242815	Apply the organisation's code of conduct in a work environment	4	5
Core	242816	Conduct a structured meeting	4	5
Core	242817	Solve problems, make decisions and implement solutions	4	8
Core	242819	Motivate and Build a Team	4	10
Core	242821	Identify responsibilities of a team leader in ensuring that organisational standards are met	4	6
Core	242822	Employ a systematic approach to achieving objectives	4	10
Core	242824	Apply leadership concepts in a work context	4	12
Core	242829	Monitor the level of service to a range of customers	4	5
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
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	4	4
Fundamental	12153	Use the writing process to compose texts required in the business environment	4	5
Fundamental	119457	Interpret and use information from texts (2nd language)	3	5
Fundamental	119459	Write/present/sign for a wide range of contexts	4	5
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	4	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts (2nd language)	3	5
Fundamental	119467	Use language and communication in occupational learning programmes (2nd language)		5
Fundamental	119469	Read/view, analyse and respond to a variety of texts	4	5
Fundamental	119472	Accommodate audience and context needs in oral/signed communication (2nd language)	3	5
Select an addit	tional minim	num of 22 credits from the list below		,
Elective	11473	Manage individual and team performance	4	8
Elective	13915	Demonstrate understanding of HIV/AIDS and its impact on the workplace	3	4
Elective	13952	Demonstrate basic understanding of the Primary labour legislation that impacts on a business unit	4	8
Elective	113852	Apply occupational health, safety and environmental principles	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	4	4
Elective	242812	Induct a member into a team	3	4
Elective	242813	Explain the contribution made by own area of responsibility to the overall organisational strategy	4	5
Elective	242814	Identify and explain the core and support functions of an organisation	3	6
Elective	242818	Describe the relationship of junior management to other roles	4	5
Elective	242820	Maintain records for a team	3	4
Elective	242840	Make oral presentations	4	2
Elective	251960	Identify and describe disaster related risks and threatening situations utilising basic disaster management concepts and indigenous knowledge	3	5



Option 2: LP 74630: General Management - Integrated programmes material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
	Further Education and Training Certificate: Generic			
<u>57712</u>	Management (SSETA)	4	150	R 15 000
	Electives: 11473; 13952; 242813; 242818			

The *integrated* learning material sets are presented as learning programmes:

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



Option 3: LP 74630: General Management - Integrated programmes material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>57712</u>	Further Education and Training Certificate: Generic Management (SSETA) Electives: 13952; 242812; 242818; 242820; 242840	4	150	R 15 000

The *integrated* learning material sets are presented as learning programmes:

Type	ID	Unit Standard Title	NQF	Credits
Learning Progr	amme 1: Th	ne role of the manager		ı
Core	242821	Identify responsibilities of a team leader in ensuring that organisational standards are met	4	6
Elective	242818	Describe the relationship of junior management to other management roles	4	5
Elective	13952	Demonstrate basic understanding of the Primary labour legislation that impacts on a business unit	4	8
Learning Progr	amme 2: Bu	usiness communication		
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	4	5
Fundamental	119469	Read/view, analyse and respond to a variety of texts	4	5
Fundamental	119459	Write/present/sign for a wide range of contexts	4	5
Fundamental	12153	Use the writing process to compose texts required in the business environment	4	5
Learning Progr	amme 3: O	ccupational learning and second language communication		
Fundamental	119467	Use language and communication in occupational learning programmes (2nd language)	3	5
Fundamental	119472	Accommodate audience and context needs in oral/signed communication (2nd language)	3	5
Fundamental	119457	Interpret and use information from texts (2nd language)	3	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts (2nd language)	3	5
Learning Progr	amme 4: Fi	nancial and Mathematical Literacy		,
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
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	4	4
Learning Progr	amme 5: Le	eading and motivating a team		·
Core	242824	Apply leadership concepts in a work context	4	12
Core	242819	Motivate and Build a Team	4	10
Learning Progr		ne code of conduct and customer service standards		
Core	242816	Conduct a structured meeting	4	5
Core	242815	Apply the organisation's code of conduct in a work environment	4	5
Core	242829	Monitor the level of service to a range of customers	4	5
		me management	_	_
Core	242811	Prioritise time and work for self and team	4	5
Core	242822	Employ a systematic approach to achieving objectives	4	10
		eam management		_
Elective	242840	Make oral presentations	4	2
Elective	242812	Induct a member into a team	3	4
Elective	242820	Maintain records for a team	3	4
		oblem Solving and Budgeting	_	
Core	242810	Manage expenditure against a budget	4	6
Core	242817	Solve problems, make decisions and implement solutions	4	8



Option 4: LP 74630: General Management - Integrated programmes material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>57712</u>	Further Education and Training Certificate: Generic Management (SSETA) Electives: 13952; 242812; 242818; 242820; 242840	4	150	R 15 000

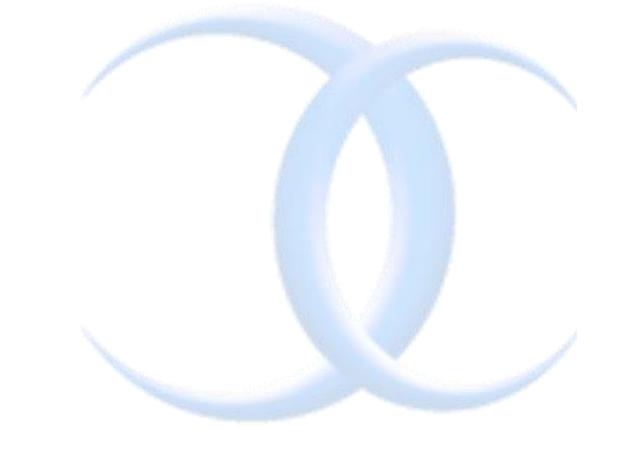
The *integrated* learning material sets are presented as learning programmes:

Туре	ID	Unit Standard Title	NQF	Credits
Learning Progr	amme 1: Th	e role of the manager		1
Core	242821	Identify responsibilities of a team leader in ensuring that organisational standards are met	4	6
Elective	242818	Describe the relationship of junior management to other management roles	4	5
Elective	13952	Demonstrate basic understanding of the Primary labour legislation that impacts on a business unit	4	8
Learning Progr	amme 2: Bu	siness communication		
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	4	5
Fundamental	119469	Read/view, analyse and respond to a variety of texts	4	5
Fundamental	119459	Write/present/sign for a wide range of contexts	4	5
Fundamental	12153	Use the writing process to compose texts required in the business environment	4	5
Learning Progr	amme 3: Oc	cupational learning and second language communication		
Fundamental	119467	Use language and communication in occupational learning programmes (second language)	3	5
Fundamental	119472	Accommodate audience and context needs in oral/signed communication (second language)	3	5
Fundamental	119457	Interpret and use information from texts (second language)	3	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts (second language)	3	5
Learning Progr	amme 4: Pr	oblem solving		
Core	242817	Solve problems, make decisions and implement solutions	4	8
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	4	6
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	4	4
Learning Progr	amme 5: Le	ading and motivating a team		
Core	242824	Apply leadership concepts in a work context	4	12
Core	242819	Motivate and Build a Team	4	10
Learning Progr	amme 6: Th	e code of conduct and customer service standards		
Core	242816	Conduct a structured meeting	4	5
Core	242815	Apply the organisation's code of conduct in a work environment	4	5
Core	242829	Monitor the level of service to a range of customers	4	5
Learning Progr		me management		
Core	242811	Prioritise time and work for self and team	4	5
Core	242822	Employ a systematic approach to achieving objectives	4	10
		am management		
Elective	242840	Make oral presentations	4	2
Elective	242812	Induct a member into a team	3	4
Elective	242820	Maintain records for a team	3	4
Learning Progr				
Core	242810	Manage expenditure against a budget	4	6
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	4	6



Туре	ID	Unit Standard Title	NQF	Credits
LP: Supervisory Skills		R5 000-00		
Core	242824	Apply leadership concepts in a work context	4	12
Core	242819	Motivate and Build a Team	4	10
Elective	242813	Explain the contribution made by own area of responsibility to the overall organisational strategy	4	5

Туре	ID	Unit Standard Title	NQF	Credits
LP: Advance	ed Team I	Management	R3 5	500-00
Core	242824	Apply leadership concepts in a work context	4	12
Core	242821	Identify responsibilities of a team leader in ensuring that organisational standards are met	4	6





Option 5: LP 58344: Administration Management - Single unit standards material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>57712</u>	Further Education and Training Certificate: Generic Management (SSETA)	4	150	R 15 000

Туре	ID	Unit Standard Title	NQF	Credits
Core	242810	Manage expenditure against a budget	4	6
Core	242811	Prioritise time and work for self and team	4	5
Core	242815	Apply the organisation's code of conduct in a work environment	4	5
Core	242816	Conduct a structured meeting	4	5
Core	242817	Solve problems, make decisions and implement solutions	4	8
Core	242819	Motivate and Build a Team	4	10
Core	242821	Identify responsibilities of a team leader in ensuring that organisational standards are met	4	6
Core	242822	Employ a systematic approach to achieving objectives	4	10
Core	242824	Apply leadership concepts in a work context	4	12
Core	242829	Monitor the level of service to a range of customers	4	5
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
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3- dimensional space in different contexts	4	4
Fundamental	12153	Use the writing process to compose texts required in the business environment	4	5
Fundamental	119457	Interpret and use information from texts (2nd language)	3	5
Fundamental	119459	Write/present/sign for a wide range of contexts	4	5
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	4	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts (2nd language)	3	5
Fundamental	119467	Use language and communication in occupational learning programmes (2nd language)	3	5
Fundamental	119469	Read/view, analyse and respond to a variety of texts	4	5
Fundamental	119472	Accommodate audience and context needs in oral/signed communication (2nd language)	3	5
	ional minim	num of 22 credits from the list below		
Elective	11473	Manage individual and team performance	4	8
Elective	13915	Demonstrate understanding of HIV/AIDS and its impact on the workplace	3	4
Elective	15234	Apply efficient time management to the work of a department / division / section	5	4
Elective	109999	Manage service providers in a selected organisation	4	5
Elective	110003	Develop administrative procedures in a selected organisation	4	8
Elective	110009	Manage administration records	4	4
Elective	110026	Describe and assist in the control of fraud in an office environment	4	8
Elective	242812	Induct a member into a team	3	4
Elective	242813	Explain the contribution made by own area of responsibility to the overall organisational strategy	4	5
Elective	242814	Identify and explain the core and support functions of an organisation	3	6
Elective	242818	Describe the relationship of junior management to other roles	4	5
Elective	242820	Maintain records for a team	3	4
Elective	242840	Make oral presentations	4	2
Elective	251960	Identify and describe disaster related risks and threatening situations utilising basic disaster management concepts and indigenous knowledge	3	5



Option 6: LP 58344: Administration Management - Integrated programmes material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
	Further Education and Training Certificate: Generic Management (SSETA) Electives: 11473, 13952, 242813, 242818	4	150	R 15 000

The *integrated* learning material sets are presented as learning programmes:

Type	ID	Unit Standard Title	NQF	Credits
		ne role of the manager	110(1	Orcano
		Identify responsibilities of a team leader in ensuring that		
Core	242821	organisational standards are met	4	6
EL. C.	0.4004.0	Describe the relationship of junior management to other		_
Elective	242818	management roles	4	5
Ela ationa	40050	Demonstrate basic understanding of the Primary labour legislation	4	0
Elective	13952	that impacts on a business unit	4	8
Learning Progr	amme 2: Bu	usiness communication		
Fundamental	119462	Engage in sustained oral/signed communication and evaluate	4	5
		spoken/signed texts	7	3
Fundamental	119469	Read/view, analyse and respond to a variety of texts	4	5
Fundamental	119459	Write/present/sign for a wide range of contexts	4	5
Fundamental	12153	Use the writing process to compose texts required in the business	4	5
		environment		
Learning Progr	amme 3: Od	ccupational learning and second language communication		
Fundamental	119467	Use language and communication in occupational learning	3	5
		programmes (2nd language)		
Fundamental	119472	Accommodate audience and context needs in oral/signed	3	5
		communication (2nd language)		_
Fundamental	119457	Interpret and use information from texts (2nd language)	3	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts (2nd	3	5
		language)		
Learning Progr		oblem-solving		
Core	242817	Solve problems, make decisions and implement solutions	4	8
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate	4	6
		and effectively communicate findings on life related problems		
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-	4	4
La annina a Danam		dimensional space in different contexts		
		eading and motivating a team	4	10
Core	242824	Apply leadership concepts in a work context	4	12 10
Core	242819	Motivate and Build a Team	4	10
		ne code of conduct and customer service standards	4 9	
Core	242816	Conduct a structured meeting	4	5
Core	242815	Apply the organisation's code of conduct in a work environment	4	5
Core	242829	Monitor the level of service to a range of customers	4	5
		me management	-	
Core	242811	Prioritise time and work for self and team	4	5 10
Core	242822	Employ a systematic approach to achieving objectives	4	10
Learning Progr	amme 8: Pe	erformance management		1
Elective	242813	Explain the contribution made by own area of responsibility to the overall organisational strategy	4	5
Elective	11473	Manage individual and team performance	4	8
Learning Progr			4	. 0
Core	242810	Manage expenditure against a budget	4	6
COIE		Use mathematics to investigate and monitor the financial aspects of	+	U
Fundamental	7468	personal, business, national and international issues	4	6
lata. Tha aba	<u> </u>	personal, business, national and international issues	l	1



Type	ID	Unit Standard Title	NQF	Credits
LP: Supervi	LP: Supervisory Skills		R5 000-00	
Core	242824	Apply leadership concepts in a work context	4	12
Core	242819	Motivate and Build a Team	4	10
Elective	242813	Explain the contribution made by own area of responsibility to the overall organisational strategy	4	5

Туре	ID	Unit Standard Title	NQF	Credits
LP: Advance	ed Team I	Management	R3 5	00-00
Core	242824	Apply leadership concepts in a work context	4	12
Core	242821	Identify responsibilities of a team leader in ensuring that organisational standards are met	4	6

Type	ID	Unit Standard Title	NQF	Credits
LP: Busines	Business Administration		R5 0	00-00
Core	242822	Employ a systematic approach to achieving objectives	4	10
Elective	109999	Manage service providers in a selected organisation	4	5
Elective	110003	Develop administrative procedures in a selected organisation	4	8



Option 7: LP 64870: Disaster Risk Management - Single unit standards material set

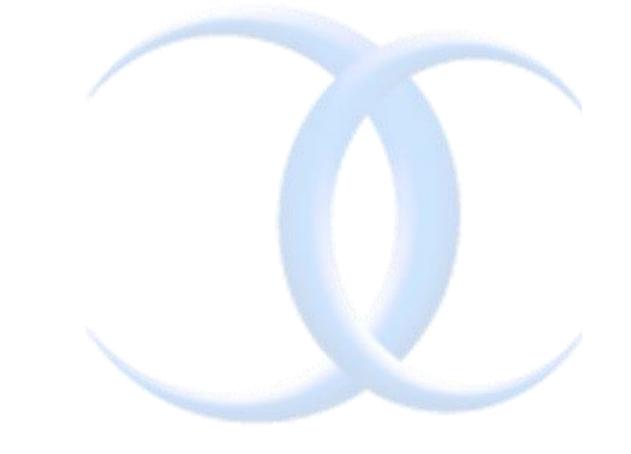
SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>57712</u>	Further Education and Training Certificate: Generic Management (LG SETA)	4	150	R 15 000

Туре	ID	Unit Standard Title	NQF	Credits
Core	242810	Manage expenditure against a budget	4	6
Core	242811	Prioritise time and work for self and team	4	5
Core	242815	Apply the organisation's code of conduct in a work environment	4	5
Core	242816	Conduct a structured meeting	4	5
Core	242817	Solve problems, make decisions and implement solutions	4	8
Core	242819	Motivate and Build a Team	4	10
Core	242821	entify responsibilities of a team leader in ensuring that ganisational standards are met		6
Core	242822	Employ a systematic approach to achieving objectives	4	10
Core	242824	Apply leadership concepts in a work context	4	12
Core	242829	Monitor the level of service to a range of customers	4	5
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
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	4	4
Fundamental	12153	Use the writing process to compose texts required in the business environment	4	5
Fundamental	119457	Interpret and use information from texts (2nd language)		5
Fundamental	119459	Write/present/sign for a wide range of contexts		5
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts		5
Fundamental	119465	Vrite/present/sign texts for a range of communicative contexts (2nd anguage)		5
Fundamental	119467	Use language and communication in occupational learning programmes (2nd language)	3	5
Fundamental	119469	Read/view, analyse and respond to a variety of texts	4	5
Fundamental	119472	Accommodate audience and context needs in oral/signed communication (2nd language)		5
Select an addit	tional minim	um of 22 credits from the list below	•	,
Elective	11473	Manage individual and team performance	4	8
Elective	13915	Demonstrate understanding of HIV/AIDS and its impact on the workplace	3	4
Elective	242812	Induct a member into a team	3	4
Elective	242813	Explain the contribution made by own area of responsibility to the overall organisational strategy		5
Elective	242814	Identify and explain the core and support functions of an organisation		6
Elective	242818	Describe the relationship of junior management to other roles	4	5
Elective	242820	Maintain records for a team	3	4
Identify and describe disaster related risks and threatening situations utilising basic disaster management concepts and indigenous knowledge		3	5	



Туре	ID	Unit Standard Title	NQF	Credits
LP: Supervi	LP: Supervisory Skills		R5 000-00	
Core	242824	Apply leadership concepts in a work context	4	12
Core	242819	Motivate and Build a Team	4	10
Elective	242813	Explain the contribution made by own area of responsibility to the overall organisational strategy	4	5

Туре	ID	Unit Standard Title	NQF	Credits
LP: Advance	ed Team I	Management	R3 5	00-00
Core	242824	Apply leadership concepts in a work context	4	12
Core	242821	Identify responsibilities of a team leader in ensuring that organisational standards are met	4	6





Option 8: LP 93950: Human Resource Support - Single unit standards material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>57712</u>	Further Education and Training Certificate: Generic Management (SABPP)	4	150	R 15 000

The individual unit standard learning material sets have been developed for the following:

Core 242810 Manage expenditure against a budget 4 Core 242811 Prioritise time and work for self and team 4 Core 242816 Apply the organisation's code of conduct in a work environment 4 Core 242816 Conduct a structured meeting 4 Core 242817 Solve problems, make decisions and implement solutions 4 Core 242819 Motivate and Build a Team 4 Core 242821 Identify responsibilities of a team leader in ensuring that organisational ast andards are met 4 Core 242822 Employ a systematic approach to achieving objectives 4 Core 242822 Employ a systematic approach to achieving objectives 4 Core 242824 Apply leadership concepts in a work context 4 Fundamental 7468 Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues 4 Fundamental 9016 Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts 4 Fundamental 119457 Interpret and use information	redits
Core 242811 Prioritise time and work for self and team 4 Core 242815 Apply the organisation's code of conduct in a work environment 4 Core 242816 Conduct a structured meeting 4 Core 242817 Solve problems, make decisions and implement solutions 4 Core 242819 Motivate and Build a Team 4 Core 242821 Identify responsibilities of a team leader in ensuring that organisational standards are met 4 Core 242822 Employ a systematic approach to achieving objectives 4 Core 242822 Employ a systematic approach to achieving objectives 4 Core 242822 Apply leadership concepts in a work context 4 Fundamental 7468 Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues 4 Fundamental 9015 Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems 4 Fundamental 119457 Interpret and use information from texts (2nd language) 3 Fundamental	6
Core 242815 Apply the organisation's code of conduct in a work environment 4 Core 242816 Conduct a structured meeting 4 Core 242817 Solve problems, make decisions and implement solutions 4 Core 242819 Motivate and Build a Team 4 Core 242821 Identify responsibilities of a team leader in ensuring that organisational standards are met 4 Core 242822 Employ a systematic approach to achieving objectives 4 Core 242824 Apply leadership concepts in a work context 4 Fundamental 7468 Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues 4 Fundamental 9015 Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems 4 Fundamental 12153 Use the writing process to compose texts required in the business environment 4 Fundamental 119457 Interpret and use information from texts (2nd language) 3 Fundamental 119465 Interpret and use information from texts (2nd language) 3	5
Core 242817 Solve problems, make decisions and implement solutions 4 Core 242819 Motivate and Build a Team 4 Core 242821 Identify responsibilities of a team leader in ensuring that organisational standards are met 4 Core 242822 Employ a systematic approach to achieving objectives 4 Core 242829 Monitor the level of service to a range of customers 4 Fundamental 7468 Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues 4 Fundamental 9015 Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems 4 Fundamental 9016 Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts 4 Fundamental 119457 Use the writing process to compose texts required in the business environment 4 Fundamental 119459 Write/present/sign for a wide range of contexts 4 Fundamental 119462 Engage in sustained oral/signed communication and evaluate spoken/signed texts 4 Fundamental 119467	5
Core 242817 Solve problems, make decisions and implement solutions 4 Core 242819 Motivate and Build a Team 4 Core 242821 Identify responsibilities of a team leader in ensuring that organisational standards are met 4 Core 242822 Employ a systematic approach to achieving objectives 4 Core 242829 Monitor the level of service to a range of customers 4 Fundamental 7468 Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues 4 Fundamental 9015 Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems 4 Fundamental 9016 Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts 4 Fundamental 119457 Use the writing process to compose texts required in the business environment 4 Fundamental 119459 Write/present/sign for a wide range of contexts 4 Fundamental 119462 Engage in sustained oral/signed communication and evaluate spoken/signed texts 4 Fundamental 119467	5
Core 242819 Motivate and Build a Team 4 Core 242821 Identify responsibilities of a team leader in ensuring that organisational standards are met 4 Core 242822 Employ a systematic approach to achieving objectives 4 Core 242824 Apply leadership concepts in a work context 4 Core 242829 Monitor the level of service to a range of customers 4 Fundamental 7468 Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues 4 Fundamental 9015 Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems and effectively communicate findings on life related problems 4 Fundamental 12153 Use the writing process to compose texts required in the business environment 4 Fundamental 119457 Interpret and use information from texts (2nd language) 3 Fundamental 119462 Engage in sustained oral/signed communication and evaluate spoken/signed texts 4 Fundamental 119465 Write/present/sign texts for a range of communicative contexts (2nd language) 3 <	8
Core 242821 Identify responsibilities of a team leader in ensuring that organisational standards are met Core 242822 Employ a systematic approach to achieving objectives 4 Core 242824 Apply leadership concepts in a work context 4 Fundamental 7468 Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues Fundamental 9015 Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems Fundamental 12153 Use the writing process to compose texts required in the business environment 119457 Interpret and use information from texts (2nd language) 3 Fundamental 119465 Write/present/sign for a wide range of contexts 4 Fundamental 119465 Write/present/sign texts for a range of communicative contexts (2nd language) 3 Fundamental 119465 Write/present/sign texts for a range of communicative contexts (2nd language) 3 Fundamental 119467 Write/present/sign texts for a range of communicative contexts (2nd language) 3 Fundamental 119467 Write/present/sign texts for a range of communicative contexts (2nd language) 3 Fundamental 119467 Accommodate audience and context needs in oral/signed communication (2nd language) 3 Fundamental 119467 Read/view, analyse and respond to a variety of texts 4 Fundamental 119472 Accommodate audience and context needs in oral/signed communication (2nd language) 3 Select an additional minimum of 22 credits from the list below 4 Elective 10978 Recruit and select candidates to fill defined positions 4 Elective 11473 Manage individual and team performance 4 Elective 113904 Plan and prepare meeting communications 3 Elective 113909 Recruit and prepare meeting communications or a specific business sector and a candidate to fill virile for the nance in in work environment in work environment 3 Elective 114044 Apply knowledge of HIV/AIDS to a specific business sector and a	10
Core 242822 Employ a systematic approach to achieving objectives 4 Core 242824 Apply leadership concepts in a work context 4 Core 242829 Monitor the level of service to a range of customers 4 Fundamental 7468 Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues 4 Fundamental 9015 Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems 4 Fundamental 9016 Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts 4 Fundamental 12153 Use the writing process to compose texts required in the business environment 4 Fundamental 119457 Interpret and use information from texts (2nd language) 3 Fundamental 119462 Write/present/sign for a wide range of contexts 4 Fundamental 119465 Write/present/sign texts for a range of communication and evaluate spoken/signed texts 4 Fundamental 119467 Write/present/sign texts for a range of communication contexts (2nd language) 3 Fundamenta	6
Core 242824 Apply leadership concepts in a work context 4 Core 242829 Monitor the level of service to a range of customers 4 Fundamental 7468 Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues 4 Fundamental 9015 Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems 4 Fundamental 9016 Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts 4 Fundamental 12153 Use the writing process to compose texts required in the business environment 4 Fundamental 119457 Interpret and use information from texts (2nd language) 3 Fundamental 119462 Engage in sustained oral/signed communication and evaluate spoken/signed texts 4 Fundamental 119462 Write/present/sign texts for a range of communicative contexts (2nd language) 3 Fundamental 119467 Use language and communication in occupational learning programmes (2nd language) 3 Fundamental 119469 Read/view, analyse and respond to a variety of texts 4 <td>10</td>	10
Core 242829 Monitor the level of service to a range of customers 4 Fundamental 7468 Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues 4 Fundamental 9015 Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems 4 Fundamental 9016 Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts 4 Fundamental 12153 Use the writing process to compose texts required in the business environment 4 Fundamental 119457 Interpret and use information from texts (2nd language) 3 Fundamental 119459 Write/present/sign for a wide range of contexts 4 Fundamental 119462 Engage in sustained oral/signed communication and evaluate spoken/signed texts 4 Fundamental 119465 Write/present/sign texts for a range of communicative contexts (2nd language) 3 Fundamental 119467 Write/present/sign texts for a range of communicative contexts (2nd language) 3 Fundamental 119469 Read/view, analyse and respond to a variety of texts 4	12
Fundamental 7468 Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems Fundamental 9016 Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts Fundamental 12153 Use the writing process to compose texts required in the business environment Interpret and use information from texts (2nd language) 3 Fundamental 119457 Interpret and use information from texts (2nd language) 3 Fundamental 119462 Engage in sustained oral/signed communication and evaluate spoken/signed texts Fundamental 119465 Write/present/sign texts for a range of communicative contexts (2nd language) Fundamental 119467 Use language and communication in occupational learning programmes (2nd language) Fundamental 119469 Read/view, analyse and respond to a variety of texts 4 Fundamental 119472 Communication (2nd language) Select an additional minimum of 22 credits from the list below Elective 10978 Recruit and select candidates to fill defined positions 4 Elective 11473 Manage individual and team performance 4 Elective 113904 Plan and prepare meeting communications 3 Elective 113909 in work environment 110404 Apply knowledge of HIV/AIDS to a specific business sector and a	5
Fundamental 9015 Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts Use the writing process to compose texts required in the business environment Fundamental 119457 Interpret and use information from texts (2nd language) 3 Fundamental 119459 Write/present/sign for a wide range of contexts 4 Fundamental 119462 Engage in sustained oral/signed communication and evaluate spoken/signed texts Fundamental 119465 Write/present/sign texts for a range of communicative contexts (2nd language) Fundamental 119467 Use language and communication in occupational learning programmes (2nd language) Fundamental 119469 Read/view, analyse and respond to a variety of texts 4 Fundamental 119472 Accommodate audience and context needs in oral/signed communication (2nd language) Select an additional minimum of 22 credits from the list below Elective 10978 Recruit and select candidates to fill defined positions 4 Elective 11473 Manage individual and team performance 4 Elective 113904 Plan and prepare meeting communications 3 Elective 113909 Coach a team member in order to enhance individual performance in work environment 4 Elective 114041 Apply knowledge of HIV/AIDS to a specific business sector and a	6
Fundamental 9016 Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts Fundamental 12153 Use the writing process to compose texts required in the business environment Fundamental 119457 Interpret and use information from texts (2nd language) 3 Fundamental 119459 Write/present/sign for a wide range of contexts 4 Fundamental 119462 Engage in sustained oral/signed communication and evaluate spoken/signed texts Fundamental 119465 Write/present/sign texts for a range of communicative contexts (2nd language) Fundamental 119467 Use language and communication in occupational learning programmes (2nd language) Fundamental 119469 Read/view, analyse and respond to a variety of texts 4 Fundamental 119472 Accommodate audience and context needs in oral/signed communication (2nd language) Select an additional minimum of 22 credits from the list below Elective 10978 Recruit and select candidates to fill defined positions 4 Elective 11473 Manage individual and team performance 4 Elective 113934 Plan and prepare meeting communications 3 Elective 113909 Coach a team member in order to enhance individual performance in work environment 4 Elective 144041 Apply knowledge of HIV/AIDS to a specific business sector and a	6
Fundamental 12153 Use the writing process to compose texts required in the business environment Fundamental 119457 Interpret and use information from texts (2nd language) 3 Fundamental 119459 Write/present/sign for a wide range of contexts 4 Fundamental 119462 Engage in sustained oral/signed communication and evaluate spoken/signed texts Fundamental 119465 Write/present/sign texts for a range of communicative contexts (2nd language) Fundamental 119467 Use language and communication in occupational learning programmes (2nd language) Fundamental 119469 Read/view, analyse and respond to a variety of texts 4 Fundamental 119472 Accommodate audience and context needs in oral/signed communication (2nd language) Select an additional minimum of 22 credits from the list below Elective 10978 Recruit and select candidates to fill defined positions 4 Elective 10981 Supervise work unit to achieve work unit objectives (individuals and teams) Elective 113934 Plan and prepare meeting communications 3 Elective 113909 Coach a team member in order to enhance individual performance in work environment 4 Elective Apply knowledge of HIV/AIDS to a specific business sector and a	4
Fundamental 119457 Interpret and use information from texts (2nd language) Fundamental 119459 Write/present/sign for a wide range of contexts Fundamental 119462 Engage in sustained oral/signed communication and evaluate spoken/signed texts Fundamental 119465 Write/present/sign texts for a range of communicative contexts (2nd language) Fundamental 119467 Use language and communication in occupational learning programmes (2nd language) Fundamental 119469 Read/view, analyse and respond to a variety of texts Fundamental 119472 Accommodate audience and context needs in oral/signed communication (2nd language) Select an additional minimum of 22 credits from the list below Elective 10978 Recruit and select candidates to fill defined positions Elective 11473 Manage individual and team performance Elective 13934 Plan and prepare meeting communications Elective 113909 Coach a team member in order to enhance individual performance in work environment Floctive 414941 Apply knowledge of HIV/AIDS to a specific business sector and a	5
Fundamental 119459 Write/present/sign for a wide range of contexts Fundamental 119462 Engage in sustained oral/signed communication and evaluate spoken/signed texts Fundamental 119465 Write/present/sign texts for a range of communicative contexts (2nd language) Fundamental 119467 Use language and communication in occupational learning programmes (2nd language) Fundamental 119469 Read/view, analyse and respond to a variety of texts Fundamental 119472 Accommodate audience and context needs in oral/signed communication (2nd language) Select an additional minimum of 22 credits from the list below Elective 10978 Recruit and select candidates to fill defined positions Elective 11473 Manage individual and team performance Elective 13934 Plan and prepare meeting communications Elective 113909 Coach a team member in order to enhance individual performance in work environment Elective 114041 Apply knowledge of HIV/AIDS to a specific business sector and a	5
Fundamental 119462 Engage in sustained oral/signed communication and evaluate spoken/signed texts Fundamental 119465 Write/present/sign texts for a range of communicative contexts (2nd language) Fundamental 119467 Use language and communication in occupational learning programmes (2nd language) Fundamental 119469 Read/view, analyse and respond to a variety of texts 4 Fundamental 119472 Accommodate audience and context needs in oral/signed communication (2nd language) Select an additional minimum of 22 credits from the list below Elective 10978 Recruit and select candidates to fill defined positions 4 Elective 11473 Manage individual and team performance 4 Elective 13934 Plan and prepare meeting communications 3 Elective 113909 Coach a team member in order to enhance individual performance in work environment 3 Floctive 114941 Apply knowledge of HIV/AIDS to a specific business sector and a	5
Fundamental 119465 Write/present/sign texts for a range of communicative contexts (2nd language) Fundamental 119467 Use language and communication in occupational learning programmes (2nd language) Fundamental 119469 Read/view, analyse and respond to a variety of texts Fundamental 119472 Accommodate audience and context needs in oral/signed communication (2nd language) Select an additional minimum of 22 credits from the list below Elective 10978 Recruit and select candidates to fill defined positions Elective 11473 Manage individual and team performance Elective 13934 Plan and prepare meeting communications Elective 113909 Coach a team member in order to enhance individual performance in work environment Floctive 114041 Apply knowledge of HIV/AIDS to a specific business sector and a	5
Fundamental 119467 Use language and communication in occupational learning programmes (2nd language) Fundamental 119469 Read/view, analyse and respond to a variety of texts 4 Fundamental 119472 Accommodate audience and context needs in oral/signed communication (2nd language) Select an additional minimum of 22 credits from the list below Elective 10978 Recruit and select candidates to fill defined positions 4 Elective 10981 Supervise work unit to achieve work unit objectives (individuals and teams) Elective 11473 Manage individual and team performance 4 Elective 13934 Plan and prepare meeting communications 3 Elective 113909 Coach a team member in order to enhance individual performance in work environment 3 Floctive 114941 Apply knowledge of HIV/AIDS to a specific business sector and a	5
Fundamental 119469 Read/view, analyse and respond to a variety of texts 4 Fundamental 119472 Accommodate audience and context needs in oral/signed communication (2nd language) Select an additional minimum of 22 credits from the list below Elective 10978 Recruit and select candidates to fill defined positions Elective 10981 Supervise work unit to achieve work unit objectives (individuals and teams) Elective 11473 Manage individual and team performance Elective 13934 Plan and prepare meeting communications Elective 113909 Coach a team member in order to enhance individual performance in work environment Elective 114041 Apply knowledge of HIV/AIDS to a specific business sector and a	5
Fundamental 119472 Accommodate audience and context needs in oral/signed communication (2nd language) Select an additional minimum of 22 credits from the list below Elective 10978 Recruit and select candidates to fill defined positions 4 Elective 10981 Supervise work unit to achieve work unit objectives (individuals and teams) 4 Elective 11473 Manage individual and team performance 4 Elective 13934 Plan and prepare meeting communications 3 Elective 113909 Coach a team member in order to enhance individual performance in work environment 3 Elective 114941 Apply knowledge of HIV/AIDS to a specific business sector and a 3	5
Select an additional minimum of 22 credits from the list below Elective 10978 Recruit and select candidates to fill defined positions 4 Elective 10981 Supervise work unit to achieve work unit objectives (individuals and teams) 4 Elective 11473 Manage individual and team performance 4 Elective 13934 Plan and prepare meeting communications 3 Elective 113909 Coach a team member in order to enhance individual performance in work environment 3 Elective 114041 Apply knowledge of HIV/AIDS to a specific business sector and a 3	5
Elective 10978 Recruit and select candidates to fill defined positions 4 Elective 10981 Supervise work unit to achieve work unit objectives (individuals and teams) 4 Elective 11473 Manage individual and team performance 4 Elective 13934 Plan and prepare meeting communications 3 Elective 113909 Coach a team member in order to enhance individual performance in work environment 3 Elective 114941 Apply knowledge of HIV/AIDS to a specific business sector and a 3	
Elective 10981 Supervise work unit to achieve work unit objectives (individuals and teams) Elective 11473 Manage individual and team performance 4 Elective 13934 Plan and prepare meeting communications 3 Elective 113909 Coach a team member in order to enhance individual performance in work environment 3 Elective 114941 Apply knowledge of HIV/AIDS to a specific business sector and a 3	10
Elective 11473 Manage individual and team performance 4 Elective 13934 Plan and prepare meeting communications 3 Elective 113909 Coach a team member in order to enhance individual performance in work environment 3 Elective 114941 Apply knowledge of HIV/AIDS to a specific business sector and a 3	12
Elective 13934 Plan and prepare meeting communications 3 Elective 113909 Coach a team member in order to enhance individual performance in work environment 3 Elective 114041 Apply knowledge of HIV/AIDS to a specific business sector and a 3	8
Elective 113909 Coach a team member in order to enhance individual performance in work environment 3 Elective 114041 Apply knowledge of HIV/AIDS to a specific business sector and a 3	4
Floctive Apply knowledge of HIV/AIDS to a specific business sector and a	5
littee 114941 workplace 3	4
Elective 116720 Show understanding of diversity in the workplace 3	3
Elective 117877 Perform one-to-one training on the job 3	4
Elective 242655 Demonstrate knowledge and application of ethical conduct in a business environment 4	4
Elective 377160 Explain the fundamentals of the concepts of 'wellness' 4	8

Type	ID	Unit Standard Title	NQF	Credits
LP: Advance	ed Team I	Management	R3 5	00-00
Core	242824	Apply leadership concepts in a work context	4	12
Core	242821	Identify responsibilities of a team leader in ensuring that organisational standards are met	4	6



Option 9: LP 83987: Inventory Control - Integrated programmes material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
E7740	Further Education and Training Certificate: Generic	4	450	D 45 000
<u>57712</u>	Management (MERSETA) Electives: 377361, 377363, 377364	4	150	R 15 000

The *integrated* learning material sets are presented as learning programmes:

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

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

Туре	ID	Unit Standard Title	NQF	Credits
LP: Advance	ed Team I	Management	R3 5	00-00
Core	242824	Apply leadership concepts in a work context	4	12
Core	242821	Identify responsibilities of a team leader in ensuring that organisational standards are met	4	6



Option 10: LP 83989: Manufacturing Control - Integrated programmes material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>57712</u>	Further Education and Training Certificate: Generic Management (MERSETA) Electives: 377360, 377380, 377381, 377386	4	150	R 15 000

The *integrated* learning material sets are presented as learning programmes:

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

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

Туре	ID	Unit Standard Title	NQF	Credits
LP: Advance	ed Team I	Management	R3 5	00-00
Core	242824	Apply leadership concepts in a work context	4	12
Core	242821	Identify responsibilities of a team leader in ensuring that organisational standards are met	4	6



Option 11: LP 79286: Process Manufacturing - Single unit standards material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>57712</u>	Further Education and Training Certificate: Generic Management (MERSETA)	4	150	R 15 000

Туре	ID	Unit Standard Title	NQF	Credits
Core	242810	Manage expenditure against a budget	4	6
Core	242811	Prioritise time and work for self and team	4	5
Core	242815	Apply the organisation's code of conduct in a work environment	4	5
Core	242816	Conduct a structured meeting	4	5
Core	242817	Solve problems, make decisions and implement solutions	4	8
Core	242819	Motivate and Build a Team	4	10
Core	242821	Identify responsibilities of a team leader in ensuring that organisational standards are met	4	6
Core	242822	Employ a systematic approach to achieving objectives	4	10
Core	242824	Apply leadership concepts in a work context		12
Core	242829	Monitor the level of service to a range of customers	4	5
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
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	4	4
Fundamental	12153	Use the writing process to compose texts required in the business environment	4	5
Fundamental	119457	Interpret and use information from texts (2nd language)	3	5
Fundamental	119459	Write/present/sign for a wide range of contexts	4	5
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	4	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts (2nd language)	3	5
Fundamental	119467	Use language and communication in occupational learning programmes (2nd language)	3	5
Fundamental	119469	Read/view, analyse and respond to a variety of texts	4	5
Fundamental	119472	Accommodate audience and context needs in oral/signed communication (2nd language)	3	5
Select an addit	ional minimu	ım of 22 credits from the list below		
Elective	11473	Manage individual and team performance	4	8
Elective	110009	Manage administration records	4	4
Elective	114877	Formulate and implement an action plan to improve productivity within an organisational unit	4	8
Elective	252024	Evaluate current practices against best practice	5	4
Elective	255514	Conduct a disciplinary hearing	5	15



Option 12: LP 58346: Public Administration - Single unit standards material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>57712</u>	Further Education and Training Certificate: Generic Management (PSETA)	4	150	R 15 000

Туре	ID	Unit Standard Title	NQF	Credits
Core	242810	Manage expenditure against a budget	4	6
Core	242811	Prioritise time and work for self and team	4	5
Core	242815	Apply the organisation's code of conduct in a work environment	4	5
Core	242816	Conduct a structured meeting	4	5
Core	242817	Solve problems, make decisions and implement solutions	4	8
Core	242819	Motivate and Build a Team	4	10
Core	242821	Identify responsibilities of a team leader in ensuring that organisational standards are met	4	6
Core	242822	Employ a systematic approach to achieving objectives	4	10
Core	242824	Apply leadership concepts in a work context	4	12
Core	242829	Monitor the level of service to a range of customers	4	5
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
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	4	4
Fundamental	12153	Use the writing process to compose texts required in the business environment	4	5
Fundamental	119457	Interpret and use information from texts (2nd language)	3	5
Fundamental	119459	Write/present/sign for a wide range of contexts	4	5
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	4	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts (2nd language)	3	5
Fundamental	119467	Use language and communication in occupational learning programmes (2nd language)	3	5
Fundamental	119469	Read/view, analyse and respond to a variety of texts	4	5
F da atal	440470	Accommodate audience and context needs in oral/signed	_	-
Fundamental	119472	communication (2nd language)	3	5
Select an addit	ional minim	um of 22 credits from the list below		
Elective	11473	Manage individual and team performance	4	8
Elective	13915	Demonstrate understanding of HIV/AIDS and its impact on the workplace	3	4
Elective	113955	Apply the Batho Pele principles to own work role and context	3	4
Elective	114215	Mentor a colleague to enhance the individual's knowledge, skills, values and attitudes in a selected career path	4	3
Elective	120381	Implement project administration processes according to requirements	4	5
Elective	242812	Induct a member into a team	3	4
Elective	242813	Explain the contribution made by own area of responsibility to the overall organisational strategy	4	5
Elective	242814	Identify and explain the core and support functions of an organisation	3	6
Elective	242818	Describe the relationship of junior management to other roles	4	5
Elective	242820	Maintain records for a team	3	4
Elective	251960	Identify and describe disaster related risks and threatening situations utilising basic disaster management concepts and indigenous knowledge	3	5



Option 13: LP 58346: Public Administration - Integrated programmes material set

NQF	Minimum Credits	Price
4	150	R 15 000
	4	Credits

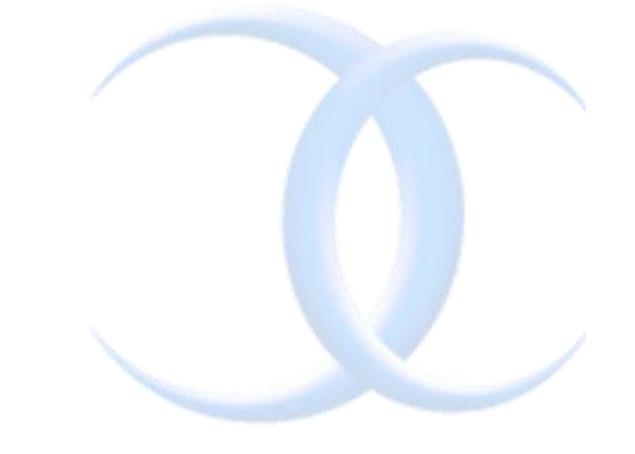
The *integrated* learning material sets are presented as learning programmes:

		Lucional sets are presented as learning programmes.	110-	
Туре	ID T	Unit Standard Title	NQF	Credits
Learning Progr	amme 1: Ir	ne role of the manager		
Core	242821	Identify responsibilities of a team leader in ensuring that organisational standards are met	4	6
Elective	242818	Describe the relationship of junior management to other management roles	4	5
Elective	13952	Demonstrate basic understanding of the Primary labour legislation that impacts on a business unit	4	8
Learning Progr	amme 2: Bu	usiness communication		
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	4	5
Fundamental	119469	Read/view, analyse and respond to a variety of texts	4	5
Fundamental	119459	Write/present/sign for a wide range of contexts	4	5
Fundamental	12153	Use the writing process to compose texts required in the business environment	4	5
Learning Progr	amme 3: Od	ccupational learning and second language communication		
Fundamental	119467	Use language and communication in occupational learning programmes (2nd language)	3	5
Fundamental	119472	Accommodate audience and context needs in oral/signed communication (2nd language)	3	5
Fundamental	119457	Interpret and use information from texts (2nd language)	3	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts (2nd language)	3	5
Learning Progr	amme 4: Pr	oblem-solving		
Core	242817	Solve problems, make decisions and implement solutions	4	8
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	4	6
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	4	4
Learning Progr	amme 5: Le	ading and motivating a team		
Core	242824	Apply leadership concepts in a work context	4	12
Core	242819	Motivate and Build a Team	4	10
Learning Progr		ne code of conduct and customer service standards		
Core	242816	Conduct a structured meeting	4	5
Core	242815	Apply the organisation's code of conduct in a work environment	4	5
Core	242829	Monitor the level of service to a range of customers	4	5
		me management		
Core	242811	Prioritise time and work for self and team	4	5
Core	242822	Employ a systematic approach to achieving objectives	4	10
Learning Progr	amme 8: Pe	erformance management		
Elective	242813	Explain the contribution made by own area of responsibility to the overall organisational strategy	4	5
Elective	11473	Manage individual and team performance	4	8
Core	242810		4	6
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	4	6
Learning Progr Core	amme 9: Bu 242810	Idgeting Manage expenditure against a budget Use mathematics to investigate and monitor the financial aspects of	4	(



Туре	ID	Unit Standard Title	NQF	Credits
LP: Supervisory Skills		R5 000-00		
Core	242824	Apply leadership concepts in a work context	4	12
Core	242819	Motivate and Build a Team	4	10
Elective	242813	Explain the contribution made by own area of responsibility to the overall organisational strategy	4	5

Туре	ID	Unit Standard Title	NQF	Credits
LP: Advance	ed Team I	Management	R5 0	00-00
Core	242824	Apply leadership concepts in a work context	4	12
Core	242821	Identify responsibilities of a team leader in ensuring that organisational standards are met	4	6





Option 14: LP 63333: Wholesale and Retail Management - Single unit standard material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>57712</u>	Further Education and Training Certificate: Generic Management (WR SETA)	4	150	R 15 000

Туре	ID	Unit Standard Title	NQF	Credits
Core	242810	Manage expenditure against a budget	4	6
Core	242811	Prioritise time and work for self and team	4	5
Core	242815	Apply the organisation's code of conduct in a work environment	4	5
Core	242816	Conduct a structured meeting	4	5
Core	242817	Solve problems, make decisions and implement solutions	4	8
Core	242819	Motivate and Build a Team	4	10
Core	242821	Identify responsibilities of a team leader in ensuring that	4	6
Core		organisational standards are met	7	0
Core	242822	Employ a systematic approach to achieving objectives	4	10
Core	242824	Apply leadership concepts in a work context	4	12
Core	242829	Monitor the level of service to a range of customers	4	5
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	4	6
Fundamental	9016	and effectively communicate findings on life related problems Represent analyse and calculate shape and motion in 2-and 3-	4	4
i unuamental	3010	dimensional space in different contexts	4	4
Fundamental	12153	Use the writing process to compose texts required in the business environment	4	5
Fundamental	119457	Interpret and use information from texts (2nd language)	3	5
Fundamental	119459	Write/present/sign for a wide range of contexts	4	5
		Engage in sustained oral/signed communication and evaluate		
Fundamental	119462	spoken/signed texts	4	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts (2nd language)	3	5
Fundamental	119467	Use language and communication in occupational learning programmes [(2nd language)	3	5
Fundamental	119469	Read/view, analyse and respond to a variety of texts	4	5
		Accommodate audience and context needs in oral/signed		
Fundamental	119472	communication (2nd language)	3	5
Select an addit	ional minim	um of 22 credits from the list below	<u> </u>	1
Elective	11473	Manage individual and team performance	4	8
0.		Facilitate the preparation and presentation of evidence for		
Elective	12544	assessment	4	4
Elective	13915	Demonstrate understanding of HIV/AIDS and its impact on the workplace	3	4
Elective	114589	Manage time productively	4	4
Elective	118028	Supervise customer service standards	4	8
Elective	118029	Supervise housekeeping and hygiene in a store	4	6
Elective	118030	Supervise P.O.S. Operations	4	8
Elective	118033	Supervise promotional activities	4	8
Elective	118037	Supervise sales performance	4	8
Elective	118043	Supervise stock counts	4	8
Elective	118045	Supervise implementation of loss control measures	4	8
Elective	242812	Induct a member into a team	3	4
Elective	242813	Explain the contribution made by own area of responsibility to the overall organisational strategy	4	5
Elective	242814	Identify and explain the Core and support functions of an organisation	3	6
Elective	242818			5
Elective		Describe the relationship of junior management to other roles	3	<u>5</u>
Elective Elective	242820 251960	Maintain records for a team Identify and describe disaster related risks and threatening situations utilising basic disaster management concepts and	3	4 5
		indigenous knowledge		



Option 15: LP63333: Wholesale and Retail Management - Integrated programmes material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>57712</u>	Further Education and Training Certificate: Generic Management (WR SETA) Electives: 11473, 13952, 242813, 242818	4	152 (150 needed)	R 15 000

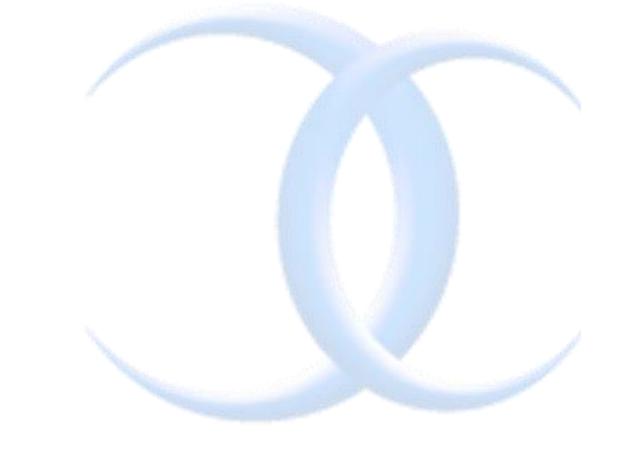
The *integrated* learning material sets are presented as learning programmes:

Type	ID	Unit Standard Title	NQF	Credits	
		ne role of the manager			
Core	242821	Identify responsibilities of a team leader in ensuring that	4	6	
		organisational standards are met	-		
Elective	242818	Describe the relationship of junior management to other roles	3	5	
Elective 13952		Demonstrate basic understanding of the Primary labour legislation		8	
		that impacts on a business unit	4		
Learning Progr	amme 2: Bu	usiness communication		I	
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	4	5	
Fundamental	119469	Read/view, analyse and respond to a variety of texts	4	5	
Fundamental	119459	Write/present/sign for a wide range of contexts	4	5	
Fundamental	12153	Use the writing process to compose texts required in the business environment	4	5	
Learning Programme 3: Occupational learning and second language communication					
		Lies language and communication in accumptional learning	0	_	
Fundamental	119467	programmes (2nd language)	3	5	
Fundamental	119472	Accommodate audience and context needs in oral/signed	3	5	
runuamentai	_	communication (2nd language)		3	
Fundamental	119457	Interpret and use information from texts (2nd language)	3	5	
Fundamental	119465	Write/present/sign texts for a range of communicative contexts (2nd language)	3	5	
Learning Progr	amme 4: Pr				
Core	242817	Solve problems, make decisions and implement solutions	4	8	
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate	4	6	
Tundamentai		and effectively communicate findings on life related problems	-	U	
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	4	4	
Learning Progr	amme 5: Le	ead and motivate a team		l	
Core	242824	Apply leadership concepts in a work context	4	12	
Core	242819	Motivate and build a team	4	10	
		ne code of conduct and customer service standards			
Core	242816	Conduct a structured meeting	4	5	
Core	242815	Apply the organisation's code of conduct in a work environment	4	5	
Core	242829	Monitor the level of service to a range of customers	4	5	
Learning Progr		me management			
Core	242811	Prioritise time and work for self and team	4	5	
Core	242822	Employ a systematic approach to achieving objectives	4	10	
Learning Progr	amme 8: Pe	erformance management		1	
Elective	242813	Explain the contribution made by own area of responsibility to the	4	5	
	11473	overall organisational strategy			
Elective		Manage individual and team performance	4	8	
Learning Progr	242810		4	6	
Core	242010	Manage expenditure against a budget	4	6	
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	4	6	
	I	personal, business, national and international issues	1	I	



Туре	ID	Unit Standard Title	NQF	Credits
LP: Supervisory Skills		R5 000-00		
Core	242824	Apply leadership concepts in a work context	4	12
Core	242819	Motivate and Build a Team	4	10
Elective 242813 Explain the contribution made by own area of responsibility to the overall organisational strategy		4	5	

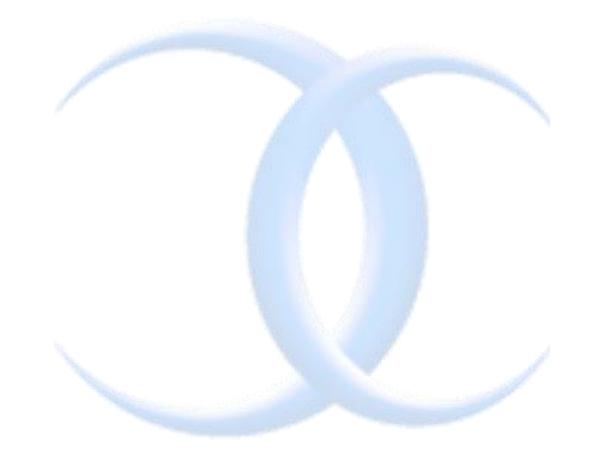
Туре	ID	Unit Standard Title	NQF	Credits
LP: Advanced Team Management			R5 000-00	
Core	242824	Apply leadership concepts in a work context	4	12
Core	Identify responsibilities of a team leader in ensuring that		4	6





Qualification: 58063: FETC: Labour Recruitment Services

Туре	ID	Unit Standard Title	NQF	Credits
LP: Recruitment Agent			R3 500-00	
Core	10978	Recruit and select candidates to fill defined positions	4	10
Core	15235	Prepare and conduct staff selection interviews	5	3





Qualification: 58761: FETC: Early Childhood Development

Option 1: Specialisation: Management of an ECD Service - Integrated programmes material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>58761</u>	Further Education and Training Certificate: Early Childhood Development (ETDP) Electives: 11473, 242812, 242816, 244478, 244481	4	140	R 15 000

The *integrated* learning material sets are presented as learning programmes:

Туре	ID	Unit Standard Title	NQF	Credits
Learning Progr	amme 1: Ur	derstanding ECD		
Core	244484	Demonstrate knowledge and understanding of the development of babies, toddlers and young children	4	8
Fundamental	119471	Use language and communication in occupational learning programmes	4	5
Fundamental	119467	Use language and communication in occupational learning programmes (2nd language)	3	5
Learning Progr	amme 2: Pla	an and prepare for ECD		
Core Prepare resources and set up the environment to support the development of babies, toddlers and young children		3	5	
Core	244472	Prepare Early Childhood Development programmes with support	4	6
Core	244485	Design activities to support the development of babies, toddlers and young children	5	8
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3- dimensional space in different contexts	4	4
Learning Progr	amme 3: Fa	cilitate and monitor the development of babies, toddlers and young child	dren	
Core	244480	Facilitate the holistic development of babies, toddlers and young children	4	16
Core	244475	Observe and report on child development		6
Elective	242816	Conduct a structured meeting 4		5
Fundamental	119472	Accommodate audience and context needs in oral/signed communication (2nd language)	3	5
Fundamental	119462	Engage in sustained gral/signed communication and evaluate		5
Learning Progr	amme 4: Pr	ovide care and support to babies, toddlers and young children		,
Core	244462	Work with families and communities to support Early Childhood Development	3	5
Core	244469	Provide care for babies, toddlers and young children	4	10
Fundamental	119469	Read/view, analyse and respond to a variety of texts	4	5
Fundamental	119457	Interpret and use information from texts (2nd language)	3	5
Learning Progr	amme 5: Ma	anage an ECD Service		
Elective	244478	Manage an Early Childhood Development service	5	5
Elective	242812	Induct a member into a team	3	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		6
Learning Progr	amme 6: Ev	aluate the ECD service		
Elective	244481	Evaluate an Early Childhood Development (ECD) service	5	6
Fundamental	119459	Write/present/sign for a wide range of contexts	4	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts (2nd language)	3	5



Qualification: 61595: FETC: Business Administration Services

Option 1: LP 35928: General - Single unit standards material set

SAC	A Qualification Title	NQF	Minimum Credits	Price
6159	Further Education and Training Certificate: Business Administration Services (SSETA)	4	140	R 15 000

Core 7791 Display cultural awareness in dealing with customers and colleagues 10022 Comply with organisational ethics 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	Туре	ID	Unit Standard Title	NQF	Credits
Core 10022 Comply with organisational ethics 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4					
Core 13941 Apply the budget function in a business unit 4 5 5 core 13941 Apply the budget function in a business unit 4 5 5 core 13943 Analyse new developments reported in the media that could impact on a business sector or industry 4 10 Describe and apply the management of stock and fixed assets in a business sunit 4 2 2 business unit 4 2 2 business unit 4 2 2 core 14552 Core 14552 Apply efficient time management to the work of a department / 4 4 3 3 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	Core	7791	colleagues	4	4
Core 13941 Apply the budget function in a business unit 4 5 Core 13943 Analyse new developments reported in the media that could impact on a business sector or industry Core 13945 Describe and apply the management of stock and fixed assets in a business sector or industry Core 14552 Contract service providers Core 15234 Apply efficient time management to the work of a department / division / section Core 109999 Manage service providers in a selected organisation 4 5 Core 110003 Develop administrative procedures in a selected organisation 4 6 Core 110003 Manage administrative procedures in a selected organisation 4 6 Core 110021 Present information in report format 4 6 Core 110022 Present information in report format 4 6 Core 110022 Present information in report format 4 6 Core 110026 Describe and assist in the control of fraud in an office environment 4 6 Fundamental 7468 Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues Fundamental 8968 Interpret and use information from texts (2nd language) 3 5 Fundamental 8970 Write texts for a range of communicative contexts (2nd language) 3 5 Fundamental 8971 Unterpret a variety of literary texts (2nd language) 3 5 Fundamental 8972 Interpret a variety of literary texts (2nd language) 3 5 Fundamental 8974 Engage in sustained oral communication and evaluate spoken texts 4 5 Fundamental 8975 Read analyse and respond to a variety of texts Fundamental 8976 Write for a wide range of communication and evaluate spoken texts 4 5 Fundamental 8976 Write for a wide range of contexts Fundamental 8976 Write for a wide range of contexts Fundamental 8976 Write for a wide range of contexts Fundamental 8976 Write for a wide range of contexts Fundamental 8976 Write for a wide range of contexts Fundamental 8976 Write for a wide range of contexts Fundamental 8976 Write for wi	Core			4	4
Core 13943 Analyse new developments reported in the media that could impact on a business sector or industry Describe and apply the management of stock and fixed assets in a business unit Core 14552 Contract service providers 4 3 Core 15234 Apply efficient time management to the work of a department / division / section 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	Core			4	8
Core 13945 Describe and apply the management of stock and fixed assets in a business sunit Core 14552 Contract service providers 4 3 Apply efficient time management to the work of a department / 4 4 4 5 4 5 4 5 4 5 5 6 5 6 5 6 6 6 6 6	Core	13941	Apply the budget function in a business unit	4	5
Superior Core 14552 Contract service providers 4 3 3 3 3 4 2 2 2 2 2 2 2 2 2	Core	13943		4	10
Core 15234 Apply efficient time management to the work of a department / 4 division / section 15234 Apply efficient time management to the work of a department / 4 division / section 15234 Apply efficient time management to the work of a department / 4 division / section 15234 Apply efficient time management to the work of a department / 4 division / section 15234 Apply efficient time management to the work of a department / 4 division / section 15234 Apply and page administrative procedures in a selected organisation 4 8 division / section 15234 Achieve personal effectiveness in business environment 4 division / section 15234 Achieve personal effectiveness in business environment 4 division / section 15234 Achieve personal effectiveness in business environment 4 division 15234 Achieve personal effectiveness in business environment 4 division 15234 Achieve personal effectiveness in business environment 4 division 15234 Achieve personal effectiveness in business environment 4 division 15234 Achieve personal effectiveness in business environment 4 division 15234 Achieve personal effectiveness in business environment 4 division 15234 Achieve personal effectiveness in business environment 4 division 15234 Achieve personal effectiveness in business environment 4 division 15234 Achieve personal business, national and international issues 4 divisional minimum 15234 Divisional division from texts (2nd language) 3 divisional divisional minimum 15234 Divisional division 15234 Divisional division 15234 Divisional divisional minimum 1524 Divisional divisional divisional minimum 1524 Divisional divis	Core	13945		4	2
Apply efficient time management to the work of a department / division / section	Core	14552		4	3
Core 110003 Develop administrative procedures in a selected organisation 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	Core	15234			4
Core 110003 Develop administrative procedures in a selected organisation 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	Core	109999		4	5
Core 110009 Manage administration records 4 4 4 Core 110021 Achieve personal effectiveness in business environment 4 6 Core 110026 Present information in report format 4 6 Core 110026 Describe and assist in the control of fraud in an office environment 4 4 Fundamental 8968 Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues 4 6 Fundamental 8968 Accommodate audience and context needs in oral communication communication (2nd language) 3 5 Fundamental 8969 Interpret and use information from texts (2nd language) 3 5 Fundamental 8970 Write texts for a range of communicative contexts (2nd language) 3 5 Fundamental 8974 Engage in sustained oral communication and evaluate spoken texts 4 5 Fundamental 8975 Read analyse and respond to a variety of texts 4 5 Fundamental 8976 Write for a wide range of contexts 4 5					
Core 110021 Achieve personal effectiveness in business environment 4 6 Core 110023 Present information in report format 4 6 Core 110026 Describe and assist in the control of fraud in an office environment 4 4 Fundamental 7468 Describe and assist in the control of fraud in an office environment 4 6 Fundamental 8968 Accommodate audience and context needs in oral communication (2nd language) 3 5 Fundamental 8968 Accommodate audience and context needs in oral communication (2nd language) 3 5 Fundamental 8970 Interpret and use information from texts (2nd language) 3 5 Fundamental 8972 Interpret and variety of literary texts (2nd language) 3 5 Fundamental 8975 Read analyse and respond to a variety of texts 4 5 Fundamental 8975 Read analyse and respond to a variety of texts 4 5 Fundamental 9015 Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems <td< td=""><td></td><td></td><td></td><td>4</td><td></td></td<>				4	
Core 110023 Present information in report format 4 6 Core 110026 Describe and assist in the control of fraud in an office environment 4 4 Fundamental 7468 Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues 4 6 Fundamental 8968 Accommodate audience and context needs in oral communication (2nd language) 3 5 Fundamental 8970 Mrite texts for a range of communicative contexts (2nd language) 3 5 Fundamental 8970 Write texts for a range of communicative contexts (2nd language) 3 5 Fundamental 8974 Engage in sustained oral communication and evaluate spoken texts 4 5 Fundamental 8975 Read analyse and respond to a variety of texts 4 5 Fundamental 8976 Write for a wide range of contexts 4 5 Fundamental 9015 Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems 4 6 Fundamental 12153 Use the writing					-
Core 110026 Describe and assist in the control of fraud in an office environment 4 4 Fundamental 7468 Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues 4 6 Fundamental 8968 Accommodate audience and context needs in oral communication (2nd language) 3 5 Fundamental 8969 Interpret and use information from texts (2nd language) 3 5 Fundamental 8970 Write texts for a range of communicative contexts (2nd language) 3 5 Fundamental 8972 Interpret a variety of literary texts (2nd language) 3 5 Fundamental 8972 Interpret a variety of literary texts (2nd language) 3 5 Fundamental 8975 Read analyse and respond to a variety of texts 4 5 Fundamental 8975 Read analyse and respond to a variety of texts 4 5 Fundamental 9015 Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems 4 6 Fundamental 12417 Meas					
Fundamental 7468 Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues Fundamental 8968 Accommodate audience and context needs in oral communication (2nd language) Fundamental 8969 Interpret and use information from texts (2nd language) Separate and Separate					
Fundamental 8968 Accommodate audience and context needs in oral communication (2nd language) Fundamental 8969 Interpret and use information from texts (2nd language) 3 5 Fundamental 8970 Write texts for a range of communicative contexts (2nd language) 3 5 Fundamental 8971 Interpret a variety of literary texts (2nd language) 3 5 Fundamental 8972 Interpret a variety of literary texts (2nd language) 3 5 Fundamental 8974 Engage in sustained oral communication and evaluate spoken texts 4 5 Fundamental 8975 Read analyse and respond to a variety of texts 4 5 Fundamental 8976 Write for a wide range of contexts 4 5 Fundamental 8976 Write for a wide range of contexts 4 5 Fundamental 8976 Write for a wide range of contexts 4 5 Fundamental 8976 Write for a wide range of contexts 4 5 Fundamental 9015 Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems 4 6 Fundamental 12153 Use the writing process to compose texts required in the business environment 4 8 prove geometrical relationships in 2 and 3 dimensional space in the life and workplace of adult with increasing responsibilities 8 Elective 7790 Process incoming and outgoing telephone calls 3 3 Elective 9244 Plan and conduct meetings 4 4 4 Elective 10140 Apply a range of project management tools 4 8 Elective 10324 Describe features, advantages and benefits of a range of products or services 10978 Recruit and select candidates to fill defined positions 4 10 Elective 10988 Participate in the implementation and utilisation of equity related processes environment 4 Apply comprehension skills to engage oral texts in a business environment 4 Apply comprehension skills to engage written texts in a business environment 4 Apply comprehension skills to engage written texts in a business environment 4 Apply comprehension skills to engage written texts in a business environment 4 Apply comprehension skills to engage written texts in a business environment 4 Apply comprehension skills to engage written tex					_
Fundamental 8969 (2nd language) (2nd language) 3 5 Fundamental 8969 Interpret and use information from texts (2nd language) 3 5 Fundamental 8970 Write texts for a range of communicative contexts (2nd language) 3 5 Fundamental 8972 Interpret a variety of literary texts (2nd language) 3 5 Fundamental 8974 Engage in sustained oral communication and evaluate spoken texts 4 5 Fundamental 8975 Read analyse and respond to a variety of texts 4 5 Fundamental 8976 Write for a wide range of contexts 4 5 Fundamental 9015 Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems Fundamental 12153 Use the writing process to compose texts required in the business environment Measure, estimate & calculate physical quantities & explore, critique by a forever geometrical relationships in 2 and 3 dimensional space in the life and workplace of adult with increasing responsibilities Select an additional minimum of 11 credits from the list below Elective 7790 Process incoming and outgoing telephone calls 3 3 Elective 9244 Plan and conduct meetings 4 4 Elective 10023 Identify internal and external stakeholders 4 4 Elective 10023 Identify internal and external stakeholders 4 4 Elective 10324 Describe features, advantages and benefits of a range of products or services Elective 10388 Interpret basic financial statements 4 3 Elective 10978 Recruit and select candidates to fill defined positions 4 5 Elective 10983 Participate in the implementation and utilisation of equity related processes environment 4 4 Apply comprehension skills to engage oral texts in a business environment 4 4 Apply comprehension skills to engage written texts in a business environment 4 4 5 Elective 13928 Monitor and control reception area 3 4 4 5 Elective 13928 Co-ordinate meetings, minor events and travel arrangements 4 2	Fundamental	7468	personal, business, national and international issues	4	6
Fundamental 8970 Write texts for a range of communicative contexts (2nd language) 3 5 Fundamental 8972 Interpret a variety of literary texts (2nd language) 3 5 Fundamental 8974 Engage in sustained oral communication and evaluate spoken texts 4 5 Fundamental 8975 Read analyse and respond to a variety of texts 4 5 Fundamental 8976 Write for a wide range of contexts 4 5 Fundamental 9015 Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems 4 6 Fundamental 12153 Use the writing process to compose texts required in the business environment Measure, estimate & calculate physical quantities & explore, critique Measure, estimate & calculate physical quantities & explore, critique 8 prove geometrical relationships in 2 and 3 dimensional space in the life and workplace of adult with increasing responsibilities Select an additional minimum of 11 credits from the list below Process incoming and outgoing telephone calls 3 3 Elective 7836 Monitor customer satisfaction 4 3 Elective 10023 Identify internal and external stakeholders 4 4 Elective 10023 Identify internal and external stakeholders 4 4 Elective 10140 Apply a range of project management tools 4 8 Elective 10384 Interpret basic financial statements 4 3 Elective 10978 Recruit and select candidates to fill defined positions 4 5 Elective 10983 Participate in the implementation and utilisation of equity related processes Elective 12154 Apply comprehension skills to engage oral texts in a business environment 4 5 Elective 13928 Monitor and control reception area 5 Elective 13929 Co-ordinate meetings, minor events and travel arrangements 3 3 Elective 242840 Make oral presentations 4 2			(2nd language)		
Fundamental 8972 Interpret a variety of literary texts (2nd language) 3 5 Fundamental 8974 Engage in sustained oral communication and evaluate spoken texts 4 5 Fundamental 8975 Read analyse and respond to a variety of texts 4 5 Fundamental 8976 Write for a wide range of contexts 4 5 Fundamental 9015 Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems 4 6 Fundamental 12153 Use the writing process to compose texts required in the business environment 4 5 Fundamental 12217 Measure, estimate & calculate physical quantities & explore, critique & proving proving and sold proving and 3 dimensional space in the life and workplace of adult with increasing responsibilities 4 4 Select an additional minimum of 11 credits from the list below Elective Process incoming and outgoing telephone calls 3 3 3 Elective 7790 Process incoming and outgoing telephone calls 3 3 3 Elective 10023 Identify internal and external stakeholders 4					
Fundamental 8974 Engage in sustained oral communication and evaluate spoken texts 4 5 Fundamental 8975 Read analyse and respond to a variety of texts 4 5 Fundamental 8976 Write for a wide range of contexts 4 5 Fundamental 8976 Write for a wide range of contexts 4 5 Fundamental 9015 Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems 4 6 Use the writing process to compose texts required in the business environment 4 Measure, estimate & calculate physical quantities & explore, critique 8 prove geometrical relationships in 2 and 3 dimensional space in the life and workplace of adult with increasing responsibilities 8 Elective 7790 Process incoming and outgoing telephone calls 3 3 3 Elective 7836 Monitor customer satisfaction 4 3 Elective 9244 Plan and conduct meetings 4 4 4 Elective 10023 Identify internal and external stakeholders 10023 Identify internal and external stakeholders 10024 Describe features, advantages and benefits of a range of products or services 10978 Recruit and select candidates to fill defined positions 4 10 Elective 10983 Interpret basic financial statements 4 5 Elective 10983 Participate in the implementation and utilisation of equity related processes 1098 Participate in the implementation and utilisation of equity related processes 1098 Apply comprehension skills to engage oral texts in a business environment 12155 Apply comprehension skills to engage written texts in a business environment 12156 Apply comprehension skills to engage written texts in a business environment 12157 Apply comprehension skills to engage written texts in a business environment 12158 Monitor and control reception area 12154 Apply comprehension skills to engage written texts in a business environment 12156 Apply comprehension skills to engage written texts in a business environment 12158 Monitor and control reception area 12159 Apply comprehension skills to engage written texts in a business environment 12159 Co-ordinate meetings, min					
Fundamental 8975 Read analyse and respond to a variety of texts 4 5 Fundamental 8976 Write for a wide range of contexts 4 5 Fundamental 9015 Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems 4 6 Fundamental 12153 Use the writing process to compose texts required in the business environment 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 4 4 Select an additional minimum of 11 credits from the list below 11 credits from the list below 12 creations from the l			Interpret a variety of literary texts (2nd language)		
Fundamental8976Write for a wide range of contexts45Fundamental9015Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems46Fundamental12153Use the writing process to compose texts required in the business environment45Fundamental12417Measure, estimate & calculate physical quantities & explore, critique & prove geometrical relationships in 2 and 3 dimensional space in the life and workplace of adult with increasing responsibilities44Select an additional minimum of 11 credits from the list below433Elective7790Process incoming and outgoing telephone calls33Elective7836Monitor customer satisfaction43Elective10023Identify internal and external stakeholders44Elective10023Identify internal and external stakeholders44Elective10324Describe features, advantages and benefits of a range of products or services48Elective10388Interpret basic financial statements43Elective10978Recruit and select candidates to fill defined positions45Elective12154Apply comprehension skills to engage oral texts in a business environment45Elective12155Apply comprehension skills to engage written texts in a business environment45Elective13928Monitor and control reception area34 <td>Fundamental</td> <td colspan="2">damental 8974 Engage in sustained oral communication and evaluate spoken texts</td> <td>4</td> <td>5</td>	Fundamental	damental 8974 Engage in sustained oral communication and evaluate spoken texts		4	5
Fundamental 9015 Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems Fundamental 12153 Use the writing process to compose texts required in the business environment 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 Select an additional minimum of 11 credits from the list below Elective 7790 Process incoming and outgoing telephone calls 3 3 Elective 7836 Monitor customer satisfaction 4 3 Elective 9244 Plan and conduct meetings 4 4 Elective 10023 Identify internal and external stakeholders 4 4 Elective 10140 Apply a range of project management tools 4 8 Elective 10324 Describe features, advantages and benefits of a range of products or services 4 0 or services 4 0 or services 4 0 or services 4 0 or services 5 0 or services 6 0 or services 6 0 or services 7 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	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 Lating process to compose texts required in the business environment Lating process to compose texts required in the business environment Lating process to compose texts required in the business environment Lating process to compose texts required in the business environment Lating process to compose texts required in the business environment Lating process to compose texts required in the business environment Lating process to compose texts required in the business environment Lating process to compose texts required in the business Lating process to compose texts required in the business Lating process to compose texts required in the business Lating process to compose texts required in the business Lating process to compose texts required in the business Lating process to compose texts required in the business Lating process to compose texts required in the business Lating process	Fundamental	8976	Write for a wide range of contexts	4	5
Fundamental 12153 Use the writing process to compose texts required in the business environment 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 Select an additional minimum of 11 credits from the list below Elective 7790 Process incoming and outgoing telephone calls 3 3 Elective 7836 Monitor customer satisfaction 4 3 Elective 9244 Plan and conduct meetings 4 4 Elective 10023 Identify internal and external stakeholders 4 4 Elective 10140 Apply a range of project management tools 4 8 Elective 10324 Describe features, advantages and benefits of a range of products or services Elective 10388 Interpret basic financial statements 4 3 Elective 10978 Recruit and select candidates to fill defined positions 4 10 Elective 10983 Participate in the implementation and utilisation of equity related processes Elective 12154 Apply comprehension skills to engage oral texts in a business environment 4 5 Elective 13928 Monitor and control reception area 3 4 5 Elective 13929 Co-ordinate meetings, minor events and travel arrangements 3 3 Elective 242840 Make oral presentations 4 2	Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate		6
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 Select an additional minimum of 11 credits from the list below Elective 7790 Process incoming and outgoing telephone calls 3 3 Elective 7836 Monitor customer satisfaction 4 4 Elective 9244 Plan and conduct meetings 4 4 Elective 10023 Identify internal and external stakeholders 4 4 Elective 10140 Apply a range of project management tools 4 8 Elective 10324 Describe features, advantages and benefits of a range of products or services 4 6 Elective 10388 Interpret basic financial statements 4 3 Elective 10978 Recruit and select candidates to fill defined positions 4 10 Elective 10983 Participate in the implementation and utilisation of equity related processes Elective 12154 Apply comprehension skills to engage oral texts in a business environment 4 5 Elective 13928 Monitor and control reception area 3 4 5 Elective 13929 Co-ordinate meetings, minor events and travel arrangements 3 3 Elective 242840 Make oral presentations 4 2	Fundamental	12153	Use the writing process to compose texts required in the business	4	5
Elective7790Process incoming and outgoing telephone calls33Elective7836Monitor customer satisfaction43Elective9244Plan and conduct meetings44Elective10023Identify internal and external stakeholders44Elective10140Apply a range of project management tools48Elective10324Describe features, advantages and benefits of a range of products or services46Elective10388Interpret basic financial statements43Elective10978Recruit and select candidates to fill defined positions410Elective10983Participate in the implementation and utilisation of equity related processes45Elective12154Apply comprehension skills to engage oral texts in a business environment45Elective12155Apply comprehension skills to engage written texts in a business environment45Elective13928Monitor and control reception area34Elective13929Co-ordinate meetings, minor events and travel arrangements33Elective242840Make oral presentations42			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
Elective7836Monitor customer satisfaction43Elective9244Plan and conduct meetings44Elective10023Identify internal and external stakeholders44Elective10140Apply a range of project management tools48Elective10324Describe features, advantages and benefits of a range of products or services46Elective10388Interpret basic financial statements43Elective10978Recruit and select candidates to fill defined positions410Elective10983Participate in the implementation and utilisation of equity related processes45Elective12154Apply comprehension skills to engage oral texts in a business environment45Elective12155Apply comprehension skills to engage written texts in a business environment45Elective13928Monitor and control reception area34Elective13929Co-ordinate meetings, minor events and travel arrangements33Elective242840Make oral presentations42					
Elective9244Plan and conduct meetings44Elective10023Identify internal and external stakeholders44Elective10140Apply a range of project management tools48Elective10324Describe features, advantages and benefits of a range of products or services46Elective10388Interpret basic financial statements43Elective10978Recruit and select candidates to fill defined positions410Elective10983Participate in the implementation and utilisation of equity related processes45Elective12154Apply comprehension skills to engage oral texts in a business environment45Elective12155Apply comprehension skills to engage written texts in a business environment45Elective13928Monitor and control reception area34Elective13929Co-ordinate meetings, minor events and travel arrangements33Elective242840Make oral presentations42					
Elective10023Identify internal and external stakeholders44Elective10140Apply a range of project management tools48Elective10324Describe features, advantages and benefits of a range of products or services46Elective10388Interpret basic financial statements43Elective10978Recruit and select candidates to fill defined positions410Elective10983Participate in the implementation and utilisation of equity related processes45Elective12154Apply comprehension skills to engage oral texts in a business environment45Elective12155Apply comprehension skills to engage written texts in a business environment45Elective13928Monitor and control reception area34Elective13929Co-ordinate meetings, minor events and travel arrangements33Elective242840Make oral presentations42	Elective				
Elective10140Apply a range of project management tools48Elective10324Describe features, advantages and benefits of a range of products or services46Elective10388Interpret basic financial statements43Elective10978Recruit and select candidates to fill defined positions410Elective10983Participate in the implementation and utilisation of equity related processes45Elective12154Apply comprehension skills to engage oral texts in a business environment45Elective12155Apply comprehension skills to engage written texts in a business environment45Elective13928Monitor and control reception area34Elective13929Co-ordinate meetings, minor events and travel arrangements33Elective242840Make oral presentations42	Elective		Plan and conduct meetings	4	4
Elective10324Describe features, advantages and benefits of a range of products or services46Elective10388Interpret basic financial statements43Elective10978Recruit and select candidates to fill defined positions410Elective10983Participate in the implementation and utilisation of equity related processes45Elective12154Apply comprehension skills to engage oral texts in a business environment45Elective12155Apply comprehension skills to engage written texts in a business environment45Elective13928Monitor and control reception area34Elective13929Co-ordinate meetings, minor events and travel arrangements33Elective242840Make oral presentations42			Identify internal and external stakeholders	4	4
Elective 10324 or services 4 6 Elective 10388 Interpret basic financial statements 4 3 Elective 10978 Recruit and select candidates to fill defined positions 4 10 Elective 10983 Participate in the implementation and utilisation of equity related processes Elective 12154 Apply comprehension skills to engage oral texts in a business environment 4 5 Elective 12155 Apply comprehension skills to engage written texts in a business environment 4 5 Elective 13928 Monitor and control reception area 3 4 Elective 13929 Co-ordinate meetings, minor events and travel arrangements 3 3 Elective 242840 Make oral presentations 4 2	Elective	10140	Apply a range of project management tools	4	8
Elective10388Interpret basic financial statements43Elective10978Recruit and select candidates to fill defined positions410Elective10983Participate in the implementation and utilisation of equity related processes45Elective12154Apply comprehension skills to engage oral texts in a business environment45Elective12155Apply comprehension skills to engage written texts in a business environment45Elective13928Monitor and control reception area34Elective13929Co-ordinate meetings, minor events and travel arrangements33Elective242840Make oral presentations42	Elective	10324	, , ,	4	6
Elective10978Recruit and select candidates to fill defined positions410Elective10983Participate in the implementation and utilisation of equity related processes45Elective12154Apply comprehension skills to engage oral texts in a business environment45Elective12155Apply comprehension skills to engage written texts in a business environment45Elective13928Monitor and control reception area34Elective13929Co-ordinate meetings, minor events and travel arrangements33Elective242840Make oral presentations42	Elective	10388		4	3
Elective10983Participate in the implementation and utilisation of equity related processes45Elective12154Apply comprehension skills to engage oral texts in a business environment45Elective12155Apply comprehension skills to engage written texts in a business environment45Elective13928Monitor and control reception area34Elective13929Co-ordinate meetings, minor events and travel arrangements33Elective242840Make oral presentations42					
Elective12154Apply comprehension skills to engage oral texts in a business environment45Elective12155Apply comprehension skills to engage written texts in a business environment45Elective13928Monitor and control reception area34Elective13929Co-ordinate meetings, minor events and travel arrangements33Elective242840Make oral presentations42			Participate in the implementation and utilisation of equity related		
Elective12155Apply comprehension skills to engage written texts in a business environment45Elective13928Monitor and control reception area34Elective13929Co-ordinate meetings, minor events and travel arrangements33Elective242840Make oral presentations42	Elective	12154	Apply comprehension skills to engage oral texts in a business	4	5
Elective13928Monitor and control reception area34Elective13929Co-ordinate meetings, minor events and travel arrangements33Elective242840Make oral presentations42	Elective	12155	Apply comprehension skills to engage written texts in a business		5
Elective13929Co-ordinate meetings, minor events and travel arrangements33Elective242840Make oral presentations42	Flective	13928		3	4
Elective 242840 Make oral presentations 4 2					
FIGURE 2007 / LIGGING DOW IN HIGHING WORKNISHS (COMMONDED 12 1 2	Elective	244572	Describe how to manage workplace relationships	3	3



Option 2: LP 35928: General - Integrated programmes material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>61595</u>	Further Education and Training Certificate: Business Administration Services (SSETA) Electives: 9244, 13929, 242840, 244572	4	140	R 15 000

The *integrated* learning material sets are presented as learning programmes:

The integrated		naterial sets are presented as learning programmes.		
Type	ID	Unit Standard Title	NQF	Credits
Learning Progr	amme 1: P	ersonal 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 Progr	amme 2: D	eal 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
		usiness 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			3	5
Fundamental	8972	Interpret a variety of literary texts (2nd language)	3	5
Learning Progr	amme 5: M			•
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 Progr	amme 6: D	eal with relationships in a project team		<u>I</u>
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
		eal 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
		eal with the budget, stock and fixed assets	Ŭ	
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 Progr	amme 9. D	eal with administrative procedures		
Core	110009	Manage administration records	4	4
Core	110003	Develop administrative procedures in a selected organisation	4	8
		Deal with service providers	7	
Core	14552	Contract service providers	4	3
Core	109999	Manage service providers in a selected organisation	4	5
		g programmes are available for sale as individual learning progra		J



Option 3: LP 93568: Employee Relations - Single unit standards material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
61595	Further Education and Training Certificate: Business Administration Services (SABPP)	4	140	R 15 000

Type	ID	Unit Standard Title	NQF	Credits
Core	7791	Display cultural awareness in dealing with customers and colleagues	4	4
Core	10022	Comply with organisational ethics	4	4
Core	10135	Work as a project team member	4	8
Core	13941	Apply the budget function in a business unit	4	5
Core	13943	Analyse new developments reported in the media that could impact on a business sector or industry	4	10
Core	13945	Describe and apply the management of stock and fixed assets in a business unit	4	2
Core	14552	Contract service providers	4	3
Core	15234	Apply efficient time management to the work of a department/division/section	4	4
Core	109999	Manage service providers in a selected organisation	4	5
Core	110003	Develop administrative procedures in a selected organisation	4	8
Core	110009	Manage administration records	4	4
Core	110021	Achieve personal effectiveness in business environment	4	6
Core	110023	Present information in report format	4	6
Core	110026	Describe and assist in the control of fraud in an office environment	4	4
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	4	6
Fundamental	8968	Accommodate audience and context needs in oral communication (2nd language)	3	5
Fundamental	8969	Interpret and use information from texts (2nd language)	3	5
Fundamental	8970	Write texts for a range of communicative contexts (2nd language)	3	5
Fundamental	8972	Interpret a variety of literary texts (2nd language)	3	5
Fundamental	8974	Engage in sustained oral communication and evaluate spoken texts	4	5
Fundamental	8975	Read analyse and respond to a variety of texts	4	5
Fundamental	8976	Write for a wide range of contexts	4	5
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	4	6
Fundamental	12153	Use the writing process to compose texts required in the business environment	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	4	4
Select an addit	tional minim	um of 11 credits from the list below		
Elective	10170	Demonstrate understanding of employment relations in an organisation	3	3
Elective	10978	Recruit and select candidates to fill defined positions	4	10
Elective	10980	Induct a new employee	4	4
Elective	114274	Demonstrate and apply an understanding of the Basic Conditions of Employment Act (Act 75 of 1997)	5	8



Option 4: LP 93569: Training and Development Practices - Single unit standards material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
61595	Further Education and Training Certificate: Business Administration Services (SABPP)	4	140	R 15 000

Туре	ID	Unit Standard Title	NQF	Credits
Core	7791	Display cultural awareness in dealing with customers and colleagues	4	4
Core	10022	Comply with organisational ethics	4	4
Core	10135	Work as a project team member	4	8
Core	13941	Apply the budget function in a business unit	4	5
Core	13943	Analyse new developments reported in the media that could impact on a business sector or industry	4	10
Core	13945	Describe and apply the management of stock and fixed assets in a business unit	4	2
Core	14552	Contract service providers	4	3
Core	15234	Apply efficient time management to the work of a department / division/ section	4	4
Core	109999	Manage service providers in a selected organisation	4	5
Core	110003	Develop administrative procedures in a selected organisation	4	8
Core	110009	Manage administration records	4	4
Core	110021	Achieve personal effectiveness in business environment	4	6
Core	110023	Present information in report format	4	6
Core	110026	Describe and assist in the control of fraud in an office environment	4	4
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	4	6
Fundamental	8968	Accommodate audience and context needs in oral communication (2nd language)	3	5
Fundamental	8969	Interpret and use information from texts (2nd language)	3	5
Fundamental	8970	Write texts for a range of communicative contexts (2nd language)	3	5
Fundamental	8972	Interpret a variety of literary texts (2nd language)	3	5
Fundamental	8974	Engage in sustained oral communication and evaluate spoken texts	4	5
Fundamental	8975	Read analyse and respond to a variety of texts	4	5
Fundamental	8976	Write for a wide range of contexts	4	5
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	4	6
Fundamental	12153	Use the writing process to compose texts required in the business environment	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	4	4
Select an addit	ional minimu	um of 11 credits from the list below		1
Elective	12544	Facilitate the preparation and presentation of evidence for assessment	4	4
Elective	15227	Conduct skills development administration in an organisation	4	4
Elective	116927	Apply the principles of employment equity to organisational transformation	5	10
Elective	117865	Assist and support learners to manage their learning experiences	4	5
Elective	117877	Perform one-to-one training on the job	3	4
Elective	242817	Solve problems, make decisions and implement solutions	4	8
Elective	242819	Motivate and Build a Team	4	10
Elective	263976	Demonstrate understanding of the outcomes-based education and training approach within the context of a National Qualifications Framework	5	5



Option 5: LP 93567: Employee Wellness - Single unit standards material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>61595</u>	Further Education and Training Certificate: Business Administration Services (SABPP)	4	140	R 15 000

Type	ID	Unit Standard Title	NQF	Credits
Core	7791	Display cultural awareness in dealing with customers and colleagues	4	4
Core	10022	Comply with organisational ethics	4	4
Core	10135	Work as a project team member	4	8
Core	13941	Apply the budget function in a business unit	4	5
Core	13943	Analyse new developments reported in the media that could impact on a business sector or industry	4	10
Core	13945	Describe and apply the management of stock and fixed assets in a business unit	4	2
Core	14552	Contract service providers	4	3
Core	15234	Apply efficient time management to the work of a department / division/ section	4	4
Core	109999	Manage service providers in a selected organisation	4	5
Core	110003	Develop administrative procedures in a selected organisation	4	8
Core	110009	Manage administration records	4	4
Core	110021	Achieve personal effectiveness in business environment	4	6
Core	110023	Present information in report format	4	6
Core	110026	Describe and assist in the control of fraud in an office environment	4	4
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	4	6
Fundamental	8968	Accommodate audience and context needs in oral communication (2nd language)	3	5
Fundamental	8969	Interpret and use information from texts (2nd language)	3	5
Fundamental	8970	Write texts for a range of communicative contexts (2nd language)	3	5
Fundamental	8972	Interpret a variety of literary texts (2nd language)	3	5
Fundamental	8974	Engage in sustained oral communication and evaluate spoken texts	4	5
Fundamental	8975	Read analyse and respond to a variety of texts	4	5
Fundamental	8976	Write for a wide range of contexts	4	5
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	4	6
Fundamental	12153	Use the writing process to compose texts required in the business environment	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	4	4
		um of 11 credits from the list below		
Elective	10980	Induct a new employee	4	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	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	4	4
Elective	377160	Explain the fundamentals of the concepts of 'wellness'	4	8



Туре	ID	Unit Standard Title	NQF	Credits
LP: Work an	LP: Work and Career Orientation			00-00
Core	110021	Achieve personal effectiveness in business environment	4	6
Core	10022	Comply with organisational ethics	4	4
Core	10135	Work as a project team member	4	8
Core	15234	Apply efficient time management to the work of a department/division/section	5	4

Туре	ID	Unit Standard Title	NQF	Credits
LP: Adminis	stration		R6 5	00-00
Core	110009	Manage administration records	4	4
Core	110003	Develop administrative procedures in a selected organisation	4	8
Elective	13929	Co-ordinate meetings, minor events and travel arrangements	3	3
Elective	9244	Plan and conduct meetings	4	4

Type	ID	Unit Standard Title	NQF	Credits
LP: Finance	for Office	Administrators	R6 5	500-00
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
Core	110026	Describe and assist in the control of fraud in an office environment	4	4
Core	13943	Analyse new developments reported in the media that could impact on a business sector or industry	4	10

Type	ID	Unit Standard Title	NQF	Credits
LP: Persona	I Effective	ness as a Project Team Member	R3 500-00	
Core	110021	Achieve personal effectiveness in business environment	4	6
Core	10135	Work as a project team member	4	8

Type	ID	Unit Standard Title	NQF	Credits
LP: Deal with	LP: Deal with relationships in a project team			00-00
Core	7791	Display cultural awareness in dealing with customers and colleagues	4	4
Core	10135	Work as a project team member	4	8

Туре	ID	Unit Standard Title	NQF	Credits
LP: Solve pr	P: Solve problems and deal with meetings ective 9244 Plan and conduct meetings		R3 5	00-00
Elective	9244	Plan and conduct meetings	4	4
Elective	242817	Solve problems, make decisions and implement solutions	4	8

Туре	ID	Unit Standard Title	NQF	Credits
LP: Professi	LP: Professional PA (personal assistant)		R5 000-00	
Core	110021	Achieve personal effectiveness in business environment	4	6
Elective	7790	Process incoming and outgoing telephone calls	3	3
Elective	244572	Describe how to manage workplace relationships	3	2



Туре	ID	Unit Standard Title	NQF	Credits
LP: Event Co-Ordinator (General)		R5 000-00		
Core	110021	Achieve personal effectiveness in business environment	4	6
Core	109999	Manage service providers in a selected organisation	4	5
Elective	13929	Co-ordinate meetings, minor events and travel arrangements	3	3

Type	ID	Unit Standard Title	NQF	Credits
LP: Funeral Event Co-Ordinator			R5 000-00	
Core	110021	Achieve personal effectiveness in business environment	4	6
Core	109999	Manage service providers in a selected organisation	4	5
Elective	13929	Co-ordinate meetings, minor events and travel arrangements	3	3

Туре	ID	Unit Standard Title	NQF	Credits
LP: Wedding Event Co-Ordinator		R5 000-00		
Core	110021	Achieve personal effectiveness in business environment	4	6
Core	109999	Manage service providers in a selected organisation	4	5
Elective	13929	Co-ordinate meetings, minor events and travel arrangements	3	3



Qualification: 64069: FETC: Archives and Records Management

Option 1: Specialisation: Records Management - Integrated programmes material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
	Further Education and Training Certificate: Archives and	_		
<u>64069</u>	Records Management (ETDP)	4	141	R 15 000
	Electives: 110000, 242814			

The *integrated* learning material sets are presented as learning programmes:

Type	ID	Unit Standard Title	NQF	Credits
Learning Progr	amme 1: B	usiness communication		
Fundamental	119471	Use language and communication in occupational learning programmes	4	5
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	4	5
Fundamental	119469	Read/view, analyse and respond to a variety of texts	4	5
Fundamental	119459	Write/present/sign for a wide range of contexts	4	5
Learning Progr	amme 2: O	ccupational learning and second language communication		
Fundamental	119472	Accommodate audience and context needs in oral/signed communication [2nd language]	3	5
Fundamental	119457	Interpret and use information from texts [2nd language]	3	5
Fundamental	119467	Use language and communication in occupational learning programmes [2nd language]	3	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts [2nd language]	3	5
Learning Progr	amme 3: F	inancial and Mathematical Literacy		
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
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	4	4
Learning Progr	amme 4: M	lanage archival materials and records		l.
Core	259440	Store, preserve, and conserve records throughout their lifecycle	4	10
Core	242811	Prioritise time and work for self and team	4	5
Core	110023	Present information in report format	4	6
Learning Progr	amme 5: P	rovide routine frontline customer services for archives and records		
Core	259437	Demonstrate understanding of statutory and legislative requirements which impact on records management and archives	4	10
Core	259458	Interpret classification systems in order to organise, retrieve and dispose of records	4	8
Core	259457	Make records and/or information available to customers	4	8
Learning Progr	amme 6: A	dminister routine Records and Archives support services		
Core	259477	Demonstrate knowledge of concepts, terminology and ethics applicable to archives and records management	4	4
Core	259441	Arrange, describe and compile lists of records to make them accessible to users	4	10
Core	259442	Conduct an information/records audit	4	8
Learning Progr	amme 7: A	rchives Management		
Elective	242814	Identify and explain the core and support functions of an organisation	3	6
	110000	Generate information and reports for internal and external use	4	10



Option 2: Specialisation: Archives Management - Integrated programmes material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
64069	Further Education and Training Certificate: Archives and Records Management (ETDP)	4	141	R 15 000
04003	Electives: 110000, 242814	7	141	10 000

The *integrated* learning material sets are presented as learning programmes:

Туре	ID	Unit Standard Title	NQF	Credits
Learning Progr	amme 1: B	usiness communication		
Fundamental	119471	Use language and communication in occupational learning programmes	4	5
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts		5
Fundamental	119469	Read/view, analyse and respond to a variety of texts	4	5
Fundamental	119459	Write/present/sign for a wide range of contexts	4	5
Learning Progr	amme 2: O	ccupational learning and second language communication		
Fundamental	119472	Accommodate audience and context needs in oral/signed communication [2nd language]	3	5
Fundamental	119457	Interpret and use information from texts [2nd language]	3	5
Fundamental	119467	Use language and communication in occupational learning programmes [2nd language]	3	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts [2nd language]	3	5
Learning Progr	amme 3: F	inancial and Mathematical Literacy		,
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
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3- dimensional space in different contexts	4	4
Learning Progr	amme 4: M	lanage archival materials and records		l
Core	259440	Store, preserve, and conserve records throughout their lifecycle	4	10
Core	242811	Prioritise time and work for self and team	4	5
Core	110023	Present information in report format	4	6
Learning Progr	amme 5: P	rovide routine frontline customer services for archives and records		
Core	259437	Demonstrate understanding of statutory and legislative requirements which impact on records management and archives	4	10
Core	259458	Interpret classification systems in order to organise, retrieve and dispose of records	4	8
Core	259457	Make records and/or information available to customers	4	8
Learning Progr	amme 6: A	dminister routine Records and Archives support services		
Core	259477	Demonstrate knowledge of concepts, terminology and ethics applicable to archives and records management	4	4
Core	259441	Arrange, describe and compile lists of records to make them accessible to users	4	10
Core	259442	Conduct an information/records audit	4	8
		rchives Management		
Elective	242814	Identify and explain the core and support functions of an organisation	3	6
Elective	110000	Generate information and reports for internal and external use	4	10
		g programmes are available for sale as individual learning progra	mmac	



Option 3: Specialisation: Business Environment - Integrated programmes material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>64069</u>	Further Education and Training Certificate: Archives and Records Management (ETDP)	4	141	R 15 000
	Electives: 110000, 242814			

The *integrated* learning material sets are presented as learning programmes:

Type	ID	Unit Standard Title	NQF	Credits
Learning Progra	amme 1: B	usiness communication		
Fundamental	119471	Use language and communication in occupational learning programmes	4	5
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	4	5
Fundamental	119469	Read/view, analyse and respond to a variety of texts	4	5
Fundamental	119459	Write/present/sign for a wide range of contexts	4	5
Learning Progr	amme 2: O	ccupational learning and second language communication		
Fundamental	119472	Accommodate audience and context needs in oral/signed communication [2nd language]	3	5
Fundamental	119457	Interpret and use information from texts [2nd language]	3	5
Fundamental	119467	Use language and communication in occupational learning programmes [2nd language]	3	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts [2nd language]	3	5
Learning Progr	amme 3: Fi	nancial and Mathematical Literacy		
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
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3- dimensional space in different contexts	4	4
Learning Progr	amme 4: M	anage archival materials and records		
Core	259440	Store, preserve, and conserve records throughout their lifecycle	4	10
Core	242811	Prioritise time and work for self and team	4	5
Core	110023	Present information in report format	4	6
Learning Progr	amme 5: P	rovide routine frontline customer services for archives and records		
Core	259437	Demonstrate understanding of statutory and legislative requirements which impact on records management and archives	4	10
Core	259458	Interpret classification systems in order to organise, retrieve and dispose of records	4	8
Core	259457	Make records and/or information available to customers	4	8
		dminister routine Records and Archives support services		
Core	259477	Demonstrate knowledge of concepts, terminology and ethics applicable to archives and records management	4	4
Core	259441	Arrange, describe and compile lists of records to make them accessible to users	4	10
Core	259442	Conduct an information/records audit	4	8
		rchives Management		
Elective	242814	Identify and explain the core and support functions of an organisation	3	6
Elective	110000	Generate information and reports for internal and external use	4	10

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

Туре	ID	Unit Standard Title	NQF	Credits
LP: Provide frontline customer services for archives and records				00-00
Core	259437	Demonstrate understanding of statutory and legislative requirements which impact on records management and archives	4	10
Core	259458	Interpret classification systems in order to organise, retrieve and dispose of records	4	8
Core	259457	Make records and/or information available to customers	4	8



Qualification: 66249: FETC: New Venture Creation

Option 1: Single unit standards material set

S	AQA D	Qualification Title	NQF	Minimum Credits	Price
6	<u>6249</u>	Further Education and Training Certificate: New Venture Creation (SSETA)	4	149	R 15 000

Туре	ID	Unit Standard Title	NQF	Credits
Core	13948	Negotiate an agreement or deal in an authentic work situation	4	5
Core	114584	Finance a new venture	4	6
Core	114592	Produce business plans for a new venture	4	8
Core	114596	Research the viability of new venture ideas/opportunities	4	5
Core	114600	Apply innovative thinking to the development of a small business	4	4
Core	114805	Manage general administration	4	4
	116394	Implement and manage human resource and labour relations	5	9
Core	110394	policies and acts	5	9
Core	120389	Explain and apply the concept, principles and theories of motivation in a leadership context	4	6
Core	263356	Demonstrate an understanding of an entrepreneurial profile	4	5
Core	263434	Plan and manage production/operations in a new venture	4	6
Core	263455	Apply the principles of costing and pricing to a business venture	4	6
Core	263456	Plan strategically to improve new venture performance	4	4
Core	263474	Manage finances of a new venture	4	6
		Demonstrate an understanding of the function of the market		
Core	263514	mechanisms in a new venture	4	5
Core	263534	Implement an action plan for a new venture	4	4
		Use mathematics to investigate and monitor the financial aspects of		-
Fundamental	7468	personal, business, national and international issues	4	6
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate	4	6
		and effectively communicate findings on life related problems		
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-	4	4
C da atal	440457	dimensional space in different contexts	_	_
Fundamental	119457	Interpret and use information from texts (2nd language)	3	5
Fundamental	119459	Write/present/sign for a wide range of contexts	4	5
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	4	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts (2nd language)	3	5
Fundamental	119467	Use language and communication in occupational learning programmes (2nd language)	3	5
Fundamental	119469	Read/view, analyse and respond to a variety of texts	4	5
Fundamental	119471	Use language and communication in occupational learning programmes	4	5
Fundamental	119472	Accommodate audience and context needs in oral/signed communication (2nd language)	3	5
Select an addit	ional minim	um of 11 credits from the list below	<u> </u>	
		Apply knowledge of self and team in order to develop a plan to	_	_
Elective	13912	enhance team performance	3	5
		Demonstrate knowledge and understanding of HIV/AIDS in a		
Elective	13915	workplace, and its effects on a business sub-sector, own	3	4
		organisation and a specific workplace		
Election	40045	Describe and apply the management of stock and fixed assets in a	4	0
Elective	13945	business unit	4	2
EL C	40050	Demonstrate basic understanding of the Primary labour legislation	4	
Elective	13952	that impacts on a business unit	4	8
Elective	113836	Apply basic computer technology	3	11
Elective	114593	Tender to secure business for a new venture	4	5
Elective	115857	Explain marketing for SMMEs	5	6
Elective	117156	Interpret basic financial statements	4	4
Elective	119671	Administer contracts for a selected new venture	3	10
		Apply the concept and principles of knowledge management to		
Elective	120392	leadership	4	8
Elective	242655	Demonstrate knowledge and application of ethical conduct	4	4
Elective	242819	Motivate and Build a Team	4	10



Option 2: Integrated programmes material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
66249	Further Education and Training Certificate: New Venture Creation (SSETA) Electives: 115857, 119671	4	149	R 15 000

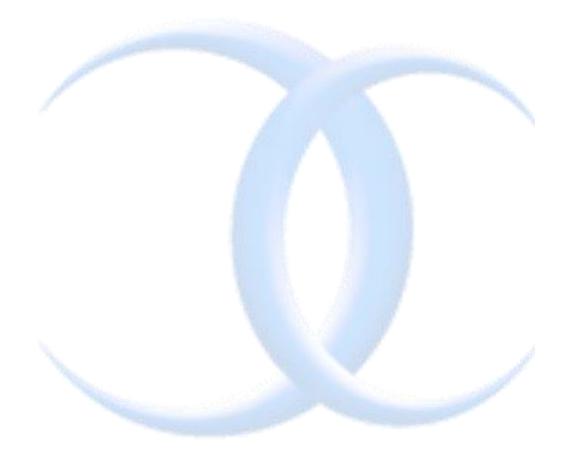
The *integrated* learning material sets are presented as learning programmes:

		The second state presented as learning programmes.		0 "
Type	ID	Unit Standard Title	NQF	Credits
		he Entrepreneur	_	
Core	263356	Demonstrate an understanding of an entrepreneurial profile	4	5
Learning Progr		usiness Communication	_	
Fundamental	119459	Write/present/sign for a wide range of contexts	4	5
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	4	5
Fundamental	119469	Read/view, analyse and respond to a variety of texts	4	5
Fundamental	119471	Use language and communication in occupational learning programmes	4	5
Learning Progr	amme 3: S	econd Language Communication		
Fundamental	119457	Interpret and use information from texts (2nd language)	3	5
		Write/present/sign texts for a range of communicative contexts (2nd		
Fundamental	119465	language)	3	5
Fundamental	119467	Use language and communication in occupational learning programmes (2nd language)	3	5
Fundamental	119472	Accommodate audience and context needs in oral/signed communication (2nd language)	3	5
Learning Progra	amme 4: M			
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
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3- dimensional space in different contexts	4	4
Learning Progr	amme 5: R	esearch the viability of new venture ideas		
Core	114596	Research the viability of new venture ideas/opportunities	4	5
Core	114600	Apply innovative thinking to the development of a small business	4	4
Learning Progr	amme 6: C	reate a business plan		
Core	114592	Produce business plans for a new venture	4	8
Core	263455	Apply the principles of costing and pricing to a business venture	4	6
		inance and set up a new venture		
Core	114584	Finance a new venture	4	5
Core	263534	Implement an action plan for a new venture	4	4
Learning Progra				
Core	116394	Implement and manage human resource and labour policies and acts	4	9
		Explain and apply the concept, principles and theories of motivation		
Core	120389	in a leadership context	4	6
Learning Progr	amme 9: U	nderstand marketing		
Elective	115857	Explain marketing for SMMEs	4	6
Core	263514	Demonstrate an understanding of the function of the market	4	5
Lagrain - D.		mechanisms in a new venture		
		Manage administration and negotiate an agreement	Α	A
Core	114805	Manage general administration	4	4
Core	13948	Negotiate an agreement or deal in an authentic work situation	4	5
		Manage contracts and production		40
Elective	119671	Administer contracts for a selected new venture	3	10
Core	263434	Plan and manage production / operations in a new venture	4	6
	amme 12.	Improve new venture performance		
				-
Core Core	263456 263474	Plan strategically to improve new venture performance Manage finances of a new venture	4	4 6



Additional and Separate Integrated Learning Programmes

Type	ID	Unit Standard Title	NQF	Credits
LP: Labour Consultant (Fundamentals)		R3 500-00		
Elective	13952	Demonstrate basic understanding of the Primary labour legislation that impacts on a business unit	4	8
Core	116394	Implement and manage human resource and labour relations policies and acts	5	9





Qualification: 66609: FETC: Retail Insurance

Option 1: LP 49835 - Integrated programmes material set

SAQ/ ID	Qualification Title	NQF	Minimum Credits	Price
66609	FETC: Retail Insurance (INSETA) Electives: 113922, 117121, 120005, 120022, 117126	4	140	R 15 000

The *integrated* learning material sets are presented as learning programmes:

Type ID Unit Standard Title Learning Programme 1: Structure of the financial services industry Elective 113922 Explain the structure of the financial services industry in South Africa Learning Programme 2: Legislation, compliance and ethics Core 12364 Demonstrate knowledge and insight of the Financial Advisory an	NQF	Credits
Elective 113922 Explain the structure of the financial services industry in South Africa Learning Programme 2: Legislation, compliance and ethics Demonstrate knowledge and insight of the Financial Advisory and		
Learning Programme 2: Legislation, compliance and ethics Demonstrate knowledge and insight of the Financial Advisory and		1
Demonstrate knowledge and insight of the Financial Advisory an	3	3
Demonstrate knowledge and insight of the Financial Advisory an		
Core 12164 Demonstrate knowledge and insignt of the Financial Advisory and Intermediary Services Act (FAIS) (Act 37 of 2002)	nd 4	2
Core Explain the Finance Intelligence Centre Act, Act 38 of 2001 and implications for client relations	its 4	3
Core Demonstrate knowledge and understanding of aspects of the regulatory framework relating to consumer credit agreements in Retail Insurance in South Africa	4	2
Core Describe issues of compliance or non-activity that could result in civil or criminal liability in terms of business law	4	2
Core Demonstrate knowledge and application of ethical conduct in a business environment	4	4
Core 14991 Apply the law of contract to insurance	4	2
Core Apply the regulations for disclosure that are required as part of the financial sales process	he 4	2
Learning Programme 3: Short term insurance		•
Core 114964 Describe short term insurance	3	3
Elective Apply knowledge and insight into the Short Term Insurance Act (53 of 1998) and the accompanying regulations	(No 4	3
Core 117134 Indicate the scope of short term insurance in South Africa	3	3
Elective 120005 Demonstrate knowledge and understanding of personal motor insurance	4	4
Elective 120022 Apply knowledge and understanding of personal accident insural	nce 4	2
Learning Programme 4: Developments in the media that impact Short Term Insurance		
Core Analyse new developments reported in the media that could imp on Short Term insurance	act 4	10
Learning Programme 5: Long-term insurance		
Core 114983 Describe life insurance	3	3
Core 117146 Indicate the scope of life insurance in South Africa	3	4
Elective Apply knowledge and insight into aspects of the Long Term Insurance Act, Act 52 of 1998	4	2
Learning Programme 6: Communication in the financial services industry		1
Fundamental 8974 Engage in sustained oral communication and evaluate spoken to		5
Fundamental 8975 Read analyse and respond to a variety of texts	4	5
Fundamental 8976 Write for a wide range of contexts	4	5
Fundamental 8979 Use language and communication in occupational learning programmes	4	5
Learning Programme 7: Communication in a second language		
Fundamental 8968 Accommodate audience and context needs in oral communication [2nd language]	3	5
Fundamental 8969 Interpret and use information from texts [2nd language]	3	5
Fundamental 8970 Write texts for a range of communicative contexts [2nd language	9] 3	5
Fundamental 8973 Use language and communication in occupational learning programmes [2nd language]	3	5
Learning Programme 8: Mathematical literacy		
	ate 4	6
Fundamental 9015 Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	1 .	4
Eundamental 9015 Apply knowledge of statistics and probability to critically interroga	4	
Fundamental 9015 Apply knowledge of statistics and probability to critically interrogal and effectively communicate findings on life related problems Fundamental 9016 Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts Learning Programme 9: Financial literacy		
Fundamental 9015 Apply knowledge of statistics and probability to critically interrogal and effectively communicate findings on life related problems Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts		6
Fundamental 9015 Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems Fundamental 9016 Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts Learning Programme 9: Financial literacy Fundamental 7468 Use mathematics to investigate and monitor the financial aspects	s of	



NQF4 SETA Qualification Learning Material Sets

Туре	ID	Unit Standard Title	NQF	Credits
Fundamental	117158	Investigate ways of managing financial risk in own lives	4	5
Learning Progr	amme 10: E	conomics and risk in the work environment		
Core			3	3
Core 119265 Manage risk in own work environment		4	2	
Learning Progr	Learning Programme 11: Customer care			
Core	119676	Apply the skills of customer care in a specific work environment	4	4
Core	114979	Operate a computer workstation in a business environment	3	2
Core	113903	Demonstrate skills and techniques required to build a relationship with a client in a financial services environment	4	3
Core	117171	Manage time effectively to enhance productivity and enable a balanced lifestyle	3	2
Core	117133	Manage own work performance in relation to an organisation's performance management system	3	2

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

The materials are created in Integrated learning programme material sets. 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: 67463: FETC: Human Resource Management and Practices Support

Option 1: LP 49691 - Integrated programmes material set

NOTE: Learning material was created for Services SETA only (this ETQA no longer supports this qualification) The material has to still be changed to meet SABPP requirements now

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
67463	Further Education and Training Certificate: Human Resources Management and Practices Support (<i>SABPP</i>) Electives: 10031, 10169, 10171, 15227, 117870	4	140	R 20 000 to cover changes required

The *integrated* learning material sets are presented as learning programmes:

Learning Programme 1: Business communication and writing skills Fundamental 8973 Use language and communication in occupational learning programmes [2nd language] Fundamental 8968 Accommodate audience and context needs in oral communication [2nd language] Fundamental 8970 Write lexts for a range of communicative contexts [2nd language] 3 5 Fundamental 8970 Write lexts for a range of communicative contexts [2nd language] 3 5 Fundamental 8970 Write lexts for a range of communicative contexts [2nd language] 3 5 Fundamental 8976 Write for a wide range of contexts Fundamental 8976 Write for a wide range of contexts Fundamental 8976 Read analyse and respond to a variety of texts Learning Programme 2: Business concepts Core 9973 Apply basic business concepts Core 117495 Assess legal contracts for business Core 117495 Assess legal contracts for business Learning Programme 3: Employee engagement Core 10170 Demonstrate understanding of employment relations in an organisation Core 10978 Recruit and select candidates to fill defined positions 4 10 Fundamental 8974 Engage in sustained oral communication and evaluate spoken texts 4 5 Fundamental 8974 Engage in sustained oral communication and evaluate spoken texts 4 6 Fundamental 8974 Engage in sustained oral communication and evaluate spoken texts 4 6 Fundamental 9016 Represent analyse and calculate shape and motion in 2-and 3- dimensional space in different contexts Learning Programme 4: HR related administration Elective 10031 Edit, Code and Capture data Elective 10171 Manage the capture, storage and retrieval of human resources information using an information system 5 3 information in sing an information system 5 3 Elective 117877 Perform one-to-one training on the job 3 4 Conduct targeted training and development using given methodologies 4 Manage the capture, storage and retrieval of human resources 5 3 information system 6 Employee relations 4 4 Elective 15227 Conduct skills development administration in an organisation 4 4 Elective 15227 Conduct skills development f	Туре	ID	Unit Standard Title	NQF	Credits
Fundamental 8968 Accommodate audience and context needs in oral communication [2nd language] 3 5 5	Learning Progr	amme 1: B	usiness communication and writing skills		
Fundamental 8968 Accommodate audience and context needs in oral communication [2nd language] 3 5 Fundamental 8960 Write texts for a range of communicative contexts [2nd language] 3 5 Fundamental 8970 Write texts for a range of communicative contexts [2nd language] 3 5 Fundamental 8976 Write for a wide range of contexts 4 5 Fundamental 8976 Read analyse and respond to a variety of texts 4 5 Learning Programme 2: Business concepts Core 9973 Apply basic business concepts Core 117495 Assess legal contracts for business Core 117495 Assess legal contracts for business Learning Programme 3: Employee engagement Core 10170 Demonstrate understanding of employment relations in an organisation Core 10978 Recruit and select candidates to fill defined positions 4 6 Fundamental 8974 Engage in sustained oral communication and evaluate spoken texts 4 5 Core 10980 Induct a new employee 4 6 Fundamental 8976 Write for a wide range for the form of the fundamental 8976 Hard and fundamental 8976 Assess legal contracts for business Fundamental 8976 Use and fundamental 8976 Assess legal contracts for business and fundamental 8977 Assess legal contracts for business and fundamental 8977 Assess legal contracts for business 4 6 Fundamental 8976 Engage in sustained oral communication and evaluate spoken texts 4 5 Fundamental 8976 Use and Capture data 6 6 Fundamental 8976 Use and Capture data 6 6 Fundamental 8976 Use and Capture data 6 6 Fundamental 8976 Use and Capture data 6 7 Fundamental 8976 Use and Capture data 6 7 Fundamental 8976 Use and Capture data 7 Fundamental 8976 Use and Capture data 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8	Fundamental	9072	Use language and communication in occupational learning	2	5
Endamental 8969 Interpret and use information from text [2nd language] 3 5	runuamentai	0973	programmes [2nd language]	3	5
Fundamental 8969 Interpret and use information from text [2nd language] 3 5 Fundamental 8970 Write texts for a range of communicative contexts [2nd language] 3 5 Fundamental 8975 Read analyse and respond to a variety of texts 4 5 Fundamental 8975 Read analyse and respond to a variety of texts 4 5 Fundamental 8975 Read analyse and respond to a variety of texts 4 5 Fundamental 8975 Read analyse and respond to a variety of texts 4 5 Fundamental 8976 Read analyse and respond to a variety of texts 4 5 Fundamental 7468 Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues 4 6 Fundamental 7468 Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues 4 8 Fundamental 7468 Demonstrate understanding of employment relations in an organisation 2 Fundamental 8974 Engage in sustained oral communication and evaluate spoken texts 4 5 Fundamental 8974 Engage in sustained oral communication and evaluate spoken texts 4 5 Fundamental 9016 Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts 4 4 Fundamental 9016 Edit, Code and Capture data Flective 10031 Edit, Code and Capture data Flective 10171 Manage the capture, storage and retrieval of human resources information using an information system 4 Flective 10169 Administer data, systems, payments and provide advice related to compensation 4 Fundamental 8979 Perform one-to-one training on the job 4 Analyse the skills development Legislation and apply it in the workplace 117870 Conduct targeted training and development using given methodologies 4 Analyse the skills development and incurrent and programme 6: Employee relations 5 Fundamental 8979 Represent stakeholders in consultations and discussions on matters that arise at shop floor level 4 4 4 Fundamental 8979 Represent stakeholders in consultations and discussions on matters that that arise at shop floor level 4 4 5 Fundamental 8979 Perform one-to-one tr	Fundamental	8068		3	5
Fundamental 8976 Write texts for a range of communicative contexts [2nd language] 3 5 5 Fundamental 8976 Write for a wide range of contexts 4 5 5 Fundamental 8976 Read analyse and respond to a variety of texts 4 5 5 Learning Programme 2: Business concepts					
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 8975 Read analyse and respond to a variety of texts 4 5 Learning Programme 2: Business concepts 3 8 Fundamental 7468 Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues 4 8 Fundamental 7468 Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues 4 8 Learning Programme 3: Employee engagement 9 Core 101740 Demonstrate understanding of employment relations in an organisation 1 9 Fundamental 8974 Engage in sustained oral communication and evaluate spoken texts 4 5 Core 10980 Induct a new employee 4 6 Fundamental 9016 Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts 4 5 Learning Programme 4: HR related administration 1 4 5 Elective 10031 Edit, Code and Capture data 4 5 Elective 10171 Manage the capture, storage and retrieval of human resources information using an information system 5 3 Elective 10169 Administer data, systems, payments and provide advice related to compensation 1 17877 Perform one-to-one training on the job 1 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4					
Fundamental 8975 Read analyse and respond to a variety of texts 4 5 Learning Programme 2: Business concepts 3 8 Fundamental 7468 Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues 4 6 Core 117495 Assess legal contracts for business 4 8 Learning Programme 3: Employee engagement 5 Core 10170 Demonstrate understanding of employment relations in an organisation 9 Fundamental 8974 Engage in sustained oral communication and evaluate spoken texts 4 5 Fundamental 8974 Engage in sustained oral communication and evaluate spoken texts 4 5 Fundamental 8974 Recruit and select candidates to fill defined positions 4 6 Fundamental 8974 Engage in sustained oral communication and evaluate spoken texts 4 5 Fundamental 9016 Represent analyse and calculate shape and motion in 2-and 3- dimensional space in different contexts Learning Programme 4: HR related administration 5 Elective 10031 Edit, Code and Capture data 4 5 Elective 10171 Manage the capture, storage and retrieval of human resources information using an information system 5 Elective 10169 Administer data, systems, payments and provide advice related to compensation 4 4 Learning Programme 5: Staff development 5: Staff development 5: Administer data, systems, payments and provide advice related to compensation 4 4 Learning Programme 6: Employee relations 6 Core 14551 Analyse the skills development legislation and apply it in the workplace 8 Elective 15227 Conduct targeted training and development using given methodologies 4 10 Fundamental 8979 Use language and communication in occupational learning 4 5 Fundamental 9015 Apply knowledge of HIV/AIDS to a specific business sector and a 3 4 Engagement 5 4 5 Engagement 6: Employee relations 6 HIV/AIDS to a specific business sector and a 3 4 Engagement 6 Employee relations 6 HIV/AIDS to a specific business sector and a 3 4 Engagement 6 Employee relations 6 HIV/AIDS to a specific business sector and a 3 4 Engagement 6 Employee relations 6 HIV/AIDS to a specific	Fundamental				
Learning Programme 2: Business concepts Core 9973 Apply basic business concepts 3 8 Fundamental 7468 Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues 4 8 Elearning Programme 3: Employee engagement Core 10170 Demonstrate understanding of employment relations in an organisation organisation 13 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3					
Core 9973 Apply basic business concepts 3 8 Fundamental 7468 Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues 4 6 Core 117495 Assess legal contracts for business 4 8 Learning Programme 3: Employee engagement Demonstrate understanding of employment relations in an organisation 3 3 3 Core 10978 Recruit and select candidates to fill defined positions 4 10 10 4 10 <t< td=""><td></td><td></td><td></td><td>4</td><td>5</td></t<>				4	5
Fundamental 7468 Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues Core 117495 Assess legal contracts for business 4 8 Learning Programme 3: Employee engagement Core 10170 Demonstrate understanding of employment relations in an organisation 0 10978 Recruit and select candidates to fill defined positions 4 10 Fundamental 8974 Engage in sustained oral communication and evaluate spoken texts 4 5 Core 10980 Induct a new employee 4 6 Fundamental 9016 Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts Learning Programme 4: HR related administration Elective 10031 Edit, Code and Capture data 5 Elective 10169 Administer data, systems, payments and provide advice related to compensation 4 4 Learning Programme 5: Staff development Core 117877 Perform one-to-one training on the job 3 4 Elective 117870 Perform one-to-one training and development using given methodologies Analyse the skills development legislation and apply it in the workplace Elective 15227 Conduct skills development administration in an organisation 4 4 Fundamental 8979 Use language and communication in occupational learning programme 6: Employee relations Core 12135 Represent stakeholders in consultations and discussions on matters that arise at shop floor level Apply knowledge of HIV/AIDS to a specific business sector and a workplace environment Use the wirting process to compose texts required in the business environment Use the writing process to compose texts required in the business environment to the implementation and utilisation of equity related problems cover processes and the implementation and utilisation of equity related problems and processes by processes to compose texts required in the business environment to the processes and terminated to the implementation and utilisation of equity related problems and processes to compose texts required in the business environment to the processes to compose texts req					
Purificial Purificial Purificial Purificial Policy Personal, business, national and international issues 4 8	Core	9973	Apply basic business concepts	3	8
Learning Programme 3: Employee engagement Demonstrate understanding of employment relations in an organisation 3 3 3 3 3 3 3 3 3	Fundamental	7468		4	6
Core 10170 Demonstrate understanding of employment relations in an organisation 3 3 Core 10978 Recruit and select candidates to fill defined positions 4 10 Fundamental 8974 Engage in sustained oral communication and evaluate spoken texts 4 5 Core 10980 Induct a new employee 4 6 Fundamental 9016 Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts 4 4 Learning Programme 4: HR related administration Elective 10031 Edit, Code and Capture data 4 5 Elective 10171 Manage the capture, storage and retrieval of human resources information using an information system 5 3 Elective 10169 Administer data, systems, payments and provide advice related to compensation 4 4 Learning Programme 5: Staff development Conduct targeted training on the job 3 4 Elective 117870 Conduct targeted training and development using given methodologies 4 10 Core 14551 Analyse the skills development administration in an orga	Core	117495	Assess legal contracts for business	4	8
Core 10170 Demonstrate understanding of employment relations in an organisation 3 3 Core 10978 Recruit and select candidates to fill defined positions 4 10 Fundamental 8974 Engage in sustained oral communication and evaluate spoken texts 4 5 Core 10980 Induct a new employee 4 6 Fundamental 9016 Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts 4 4 Learning Programme 4: HR related administration Elective 10031 Edit, Code and Capture data 4 5 Elective 10171 Manage the capture, storage and retrieval of human resources information using an information system 5 3 Elective 10169 Administer data, systems, payments and provide advice related to compensation 4 4 Learning Programme 5: Staff development Conduct targeted training on the job 3 4 Elective 117870 Conduct targeted training and development using given methodologies 4 10 Core 14551 Analyse the skills development administration in an orga	Learning Progr	amme 3: E			
Core 10978 Recruit and select candidates to fill defined positions 4 10 Fundamental 8974 Engage in sustained oral communication and evaluate spoken texts 4 5 Core 10980 Induct a new employee 4 6 Fundamental 9016 Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts 4 4 Learning Programme 4: HR related administration Elective 10031 Edit, Code and Capture data 4 5 Elective 10171 Manage the capture, storage and retrieval of human resources information using an information system 5 3 Elective 10169 Administer data, systems, payments and provide advice related to compensation 4 4 Learning Programme 5: Staff development 2 4 4 Core 117870 Perform one-to-one training on the job 3 4 Core 14551 Analyse the skills development legislation and apply it in the workplace 4 4 Elective 15227 Conduct skills development administration in an organisation 4 4			Demonstrate understanding of employment relations in an	3	3
Fundamental 8974 Engage in sustained oral communication and evaluate spoken texts Ore 10980 Induct a new employee Fundamental 9016 Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts Learning Programme 4: HR related administration Elective 10031 Edit, Code and Capture data Elective 10171 Manage the capture, storage and retrieval of human resources information using an information system Elective 10169 Administer data, systems, payments and provide advice related to compensation Learning Programme 5: Staff development Core 117877 Perform one-to-one training on the job 3 4 Elective 15227 Conduct targeted training and development using given methodologies Analyse the skills development legislation and apply it in the workplace Elective 15227 Conduct skills development administration in an organisation 4 4 Fundamental 8979 Use language and communication in occupational learning programme 6: Employee relations Core 12135 Represent stakeholders in consultations and discussions on matters that arise at shop floor level Core 114941 Apply knowledge of HIV/AIDS to a specific business sector and a workplace Fundamental 9015 Apply knowledge of HIV/AIDS to a specific business sector and a and effectively communicate findings on life related problems Core 12153 Use the writing process to compose texts required in the business environment Core 12153 Use the writing process to compose texts required in the business environment Participate in the implementation and utilisation of equity related processes	Core	10978		4	10
Core 10980 Induct a new employee 4 6 Fundamental 9016 Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts 4 4 Learning Programme 4: HR related administration Elective 10031 Edit, Code and Capture data 4 5 Elective 10171 Manage the capture, storage and retrieval of human resources information using an information system 5 3 Elective 10169 Administer data, systems, payments and provide advice related to compensation 4 4 Learning Programme 5: Staff development Core 117877 Perform one-to-one training on the job 3 4 Elective 117870 Conduct targeted training and development using given methodologies 4 10 Core 14551 Analyse the skills development legislation and apply it in the workplace 4 4 Elective 15227 Conduct skills development administration in an organisation 4 4 Fundamental 8979 Use language and communication in occupational learning programmes 4 5 Learning Programme 6: Employee relations Core 12135 Represent stakeholders in consultations and discussions on matters that arise at shop floor level 3 3 Core				4	
Fundamental 9016 Represent analyse and calculate shape and motion in 2-and 3- dimensional space in different contexts					
Learning Programme 4: HR related administration Elective 10031 Edit, Code and Capture data 4 5					
Learning Programme 4: HR related administration Elective 10031 Edit, Code and Capture data 4 5	Fundamental	9016		4	4
Elective 10031 Edit, Code and Capture data 4 5 Elective 10171 Manage the capture, storage and retrieval of human resources information using an information system 5 3 Elective 10169 Administer data, systems, payments and provide advice related to compensation 4 4 Learning Programme 5: Staff development Core 117877 Perform one-to-one training on the job 3 4 Elective 117870 Perform one-to-one training and development using given methodologies 4 10 Core 14551 Analyse the skills development legislation and apply it in the workplace 4 4 Elective 15227 Conduct skills development administration in an organisation 4 4 Fundamental 8979 Use language and communication in occupational learning programmes 4 5 Learning Programme 6: Employee relations Represent stakeholders in consultations and discussions on matters that arise at shop floor level 3 3 Core 114941 Apply knowledge of HIV/AIDS to a specific business sector and a workplace 3 4 Fundamental 9015 Apply knowledge of statistics and probability to critically interrogate and effectively c	Learning Progr	amme 4: H			
Elective 10171 Manage the capture, storage and retrieval of human resources information using an information system Elective 10169 Administer data, systems, payments and provide advice related to compensation Learning Programme 5: Staff development Core 117877 Perform one-to-one training on the job 3 4 Elective 117870 Conduct targeted training and development using given methodologies Core 14551 Analyse the skills development legislation and apply it in the workplace Elective 15227 Conduct skills development administration in an organisation 4 4 Fundamental 8979 Use language and communication in occupational learning programme 6: Employee relations Core 12135 Represent stakeholders in consultations and discussions on matters that arise at shop floor level Core 114941 Apply knowledge of HIV/AIDS to a specific business sector and a workplace Fundamental 9015 Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems Core 12153 Use the writing process to compose texts required in the business environment Core 10983 Participate in the implementation and utilisation of equity related processes				4	5
Elective 10169 Administer data, systems, payments and provide advice related to compensation Learning Programme 5: Staff development Core 117877 Perform one-to-one training on the job 3 4 10 methodologies Core 14551 Analyse the skills development legislation and apply it in the workplace 15227 Conduct skills development administration in an organisation 4 4 5 programme 6: Employee relations Core 12135 Represent stakeholders in consultations and discussions on matters that arise at shop floor level Core 114941 Apply knowledge of HIV/AIDS to a specific business sector and a workplace and effectively communicate findings on life related problems Core 12153 Use the writing process to compose texts required in the business environment Core 10983 Participate in the implementation and utilisation of equity related processes	Clootive.	40474		_	•
Learning Programme 5: Staff development Core 117877 Perform one-to-one training on the job 3 4 Elective 117870 Conduct targeted training and development using given methodologies Analyse the skills development legislation and apply it in the workplace Elective 15227 Conduct skills development administration in an organisation 4 4 Fundamental 8979 Use language and communication in occupational learning programmes 4 5 Learning Programme 6: Employee relations Core 12135 Represent stakeholders in consultations and discussions on matters that arise at shop floor level Core 114941 Apply knowledge of HIV/AIDS to a specific business sector and a workplace Fundamental 9015 Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems Core 12153 Use the writing process to compose texts required in the business environment Participate in the implementation and utilisation of equity related processes Approcesses	Elective	10171		5	3
Learning Programme 5: Staff development Core 117877 Perform one-to-one training on the job 3 4 Elective 117870 Conduct targeted training and development using given methodologies Analyse the skills development legislation and apply it in the workplace Elective 15227 Conduct skills development administration in an organisation 4 4 Fundamental 8979 Use language and communication in occupational learning programmes 4 5 Learning Programme 6: Employee relations Core 12135 Represent stakeholders in consultations and discussions on matters that arise at shop floor level Core 114941 Apply knowledge of HIV/AIDS to a specific business sector and a workplace Fundamental 9015 Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems Core 12153 Use the writing process to compose texts required in the business environment Participate in the implementation and utilisation of equity related processes Approcesses	Clooding.	40400		4	4
Core117877Perform one-to-one training on the job34Elective117870Conduct targeted training and development using given methodologies410Core14551Analyse the skills development legislation and apply it in the workplace44Elective15227Conduct skills development administration in an organisation44Fundamental8979Use language and communication in occupational learning programmes45Learning Programme 6: Employee relations5Core12135Represent stakeholders in consultations and discussions on matters that arise at shop floor level33Core114941Apply knowledge of HIV/AIDS to a specific business sector and a workplace34Fundamental9015Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems46Core12153Use the writing process to compose texts required in the business environment45Core10983Participate in the implementation and utilisation of equity related processes45	Elective	10169		4	4
Elective 117870 Conduct targeted training and development using given methodologies Core 14551 Analyse the skills development legislation and apply it in the workplace Elective 15227 Conduct skills development administration in an organisation 4 Fundamental 8979 Use language and communication in occupational learning programmes Learning Programme 6: Employee relations Core 12135 Represent stakeholders in consultations and discussions on matters that arise at shop floor level Core 114941 Apply knowledge of HIV/AIDS to a specific business sector and a workplace Fundamental 9015 Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems Core 12153 Use the writing process to compose texts required in the business environment Core 10983 Participate in the implementation and utilisation of equity related processes	Learning Progr				
Core 14551 Analyse the skills development legislation and apply it in the workplace 4 Elective 15227 Conduct skills development administration in an organisation 4 Fundamental 8979 Use language and communication in occupational learning programmes 4 Learning Programme 6: Employee relations Core 12135 Represent stakeholders in consultations and discussions on matters that arise at shop floor level 3 Core 114941 Apply knowledge of HIV/AIDS to a specific business sector and a workplace 3 Fundamental 9015 Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems 4 Core 12153 Use the writing process to compose texts required in the business environment 9 Participate in the implementation and utilisation of equity related processes	Core	117877	Perform one-to-one training on the job	3	4
Elective 15227 Conduct skills development administration in an organisation 4 Fundamental 8979 Use language and communication in occupational learning programmes 4 Learning Programme 6: Employee relations Core 12135 Represent stakeholders in consultations and discussions on matters that arise at shop floor level Core 114941 Apply knowledge of HIV/AIDS to a specific business sector and a workplace Fundamental 9015 Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems Core 12153 Use the writing process to compose texts required in the business environment Core 10983 Participate in the implementation and utilisation of equity related processes	Elective	117870		4	10
Elective15227Conduct skills development administration in an organisation44Fundamental8979Use language and communication in occupational learning programmes45Learning Programme 6: Employee relations5Core12135Represent stakeholders in consultations and discussions on matters that arise at shop floor level33Core114941Apply knowledge of HIV/AIDS to a specific business sector and a workplace34Fundamental9015Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems46Core12153Use the writing process to compose texts required in the business environment45Core10983Participate in the implementation and utilisation of equity related processes45	Core	14551		4	4
Fundamental 8979 Use language and communication in occupational learning programmes Learning Programme 6: Employee relations Core 12135 Represent stakeholders in consultations and discussions on matters that arise at shop floor level Core 114941 Apply knowledge of HIV/AIDS to a specific business sector and a workplace Fundamental 9015 Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems Core 12153 Use the writing process to compose texts required in the business environment Core 10983 Participate in the implementation and utilisation of equity related processes	Flective	15227		4	4
Learning Programme 6: Employee relations Core					
Learning Programme 6: Employee relations Core 12135 Represent stakeholders in consultations and discussions on matters that arise at shop floor level 3 3 Core 114941 Apply knowledge of HIV/AIDS to a specific business sector and a workplace 3 4 Fundamental 9015 Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems 4 6 Core 12153 Use the writing process to compose texts required in the business environment 4 5 Core 10983 Participate in the implementation and utilisation of equity related processes 4 5	Fundamental	8979		4	5
Core12135Represent stakeholders in consultations and discussions on matters that arise at shop floor level33Core114941Apply knowledge of HIV/AIDS to a specific business sector and a workplace34Fundamental9015Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems46Core12153Use the writing process to compose texts required in the business environment45Core10983Participate in the implementation and utilisation of equity related processes45	Learning Progr	amme 6: E			
that arise at shop floor level Apply knowledge of HIV/AIDS to a specific business sector and a workplace Fundamental 9015 Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems Core 12153 Use the writing process to compose texts required in the business environment Participate in the implementation and utilisation of equity related processes					
Core 114941 Apply knowledge of HIV/AIDS to a specific business sector and a workplace 3 4 Fundamental 9015 Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems 4 6 Core 12153 Use the writing process to compose texts required in the business environment 9 Participate in the implementation and utilisation of equity related processes 4 5	Core	12135		3	3
and effectively communicate findings on life related problems Core 12153 Use the writing process to compose texts required in the business environment Participate in the implementation and utilisation of equity related processes 4 5 Core	Core	114941	Apply knowledge of HIV/AIDS to a specific business sector and a	3	4
Core 12153 Use the writing process to compose texts required in the business environment 4 5 Core 10983 Participate in the implementation and utilisation of equity related processes 4 5	Fundamental	9015		4	6
Core 10965 processes 4 5	Core	12153	Use the writing process to compose texts required in the business	4	5
	Core	10983	Participate in the implementation and utilisation of equity related processes	4	5



Qualification: 67464: FETC: Marketing

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

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>67464</u>	Further Education and Training Certificate: Marketing (SSETA) Compulsory Electives: 118028, 252196, 252214	4	139	R 15 000

Туре	ID	Unit Standard Title	NQF	Credits
Core	252191	Identify internal and external stakeholders	4	4
Core	252193	Identify potential and existing customers of the business	4	4
Core	252194	Meet marketing performance standards	4	4
Core	252195	Identify expertise and resources	4	3
Core	252197	Identify and use marketing resources to meet objectives	4	4
Core	252201	Apply marketing team work strategies	4	4
Core	252202	Deal with brand, product and service promotions	4	4
Core	252203	Demonstrate an understanding of the target market	4	4
Core	252204	Monitor marketing information flow and collect and process marketing data	4	4
Core	252206	Demonstrate an understanding of product positioning	4	4
Core	252209	Instil in oneself a personal marketing culture	4	4
Core	252210	Handle a range of customer complaints	4	4
Core	252211	Demonstrate an understanding of the competitive environment and product positioning	4	6
Core	252216	Comply with legal requirements and organisational and professional codes of conduct	4	4
Core	252217	Comply with organisational ethics	4	4
Core	252218	Liaise with a range of customers of a business	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
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	4	4
Fundamental	119457	Interpret and use information from texts (2nd language)	3	5
Fundamental	119459	Write/present/sign for a wide range of contexts	4	5
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	4	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts (2nd language)	3	5
Fundamental	119467	Use language and communication in occupational learning programmes (2nd language)	3	5
Fundamental	119469	Read/view, analyse and respond to a variety of texts	4	5
Fundamental	119471	Use language and communication in occupational learning programmes	4	5
Fundamental	119472	Accommodate audience and context needs in oral/signed communication (2nd language)	3	5
Compulsory ele	ective unit s	tandards		
Elective	118028	Supervise customer service standards	4	8
Elective	252196	Describe features, advantages and benefits of products and services	4	4
Elective	252214	Conduct follow-up with customers to evaluate satisfaction levels	4	6



Option 2: LP 59276: Customer Management - Integrated programmes material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>67464</u>	Further Education and Training Certificate: Marketing (SSETA) Compulsory Electives: 118028, 252196, 252214	4	139	R 15 000

The *integrated* learning material sets are presented as learning programmes:

mogratou		naterial sets are presented as learning programmes.		
Type	ID	Unit Standard Title	NQF	Credits
Learning Progr		larketing Ethics and Code of Conduct		
Core	252209	Instil in oneself a personal marketing culture	4	4
Core	252216	Comply with legal requirements and organisational and professional codes of conduct	4	4
Core	252217	Comply with organisational ethics	4	4
		ccupational Learning and Communication	-	
Fundamental	119459	Write/present/sign for a wide range of contexts	4	5
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	4	5
Fundamental	119469	Read/view, analyse and respond to a variety of texts	4	5
		Use language and communication in occupational learning		_
Fundamental	119471	programmes	4	5
		econd Language Communication		
Fundamental	119457	Interpret and use information from texts (2nd language)	3	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts (2nd language)	3	5
Fundamental	119467	Use language and communication in occupational learning programmes (2nd language)	3	5
Fundamental	119472	Accommodate audience and context needs in oral/signed communication (2nd language)	3	5
Learning Progr	amme 4: N			
		Use mathematics to investigate and monitor the financial aspects of		_
Fundamental	7468	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
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3- dimensional space in different contexts	4	4
Learning Progr	amme 5: M	larketing Strategies		
Core	252206	Demonstrate an understanding of product positioning	4	4
Core	252203	Demonstrate an understanding of the target market	4	4
Core	252202	Deal with brand, product and service promotions	4	4
Core	252211	Demonstrate an understanding of the competitive environment and product positioning	4	6
Learning Progr	amme 6: M	larketing Customer Interaction		
Core	252191	Identify internal and external stakeholders	4	4
Core	252210	Handle a range of customer complaints	4	4
Core	252218	Liaise with a range of customers of a business	4	4
		larketing Resources	-	
Core	252195	Identify expertise and resources	4	3
Core	252197	Identify and use marketing resources to meet objectives	4	4
Core	252201	Apply marketing team work strategies	4	4
Core	252194	Meet marketing performance standards	4	4
		larketing Information		•
Core	252204	Monitor marketing information flow and collect and process marketing data	4	4
Core	252193	Identify potential and existing customers of the business	4	4
		ustomer Management	7	+
Elective	252214	Conduct follow-up with customers to evaluate satisfaction levels	4	6
Elective		Describe features, advantages and benefits of products and services	4	6 4
Elective	252196 118028	Supervise customer service standards	4	8
		n programmes are available for sale as individual learning progra		0



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

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
67464	Further Education and Training Certificate: Marketing (SSETA) Compulsory Electives: 252192, 252198, 252219	4	139	R 15 000

Type	ID	Unit Standard Title	NQF	Credits
Core	252191	Identify internal and external stakeholders	4	4
Core	252193	Identify potential and existing customers of the business	4	4
Core	252194	Meet marketing performance standards	4	4
Core	252195	Identify expertise and resources	4	3
Core	252197	Identify and use marketing resources to meet objectives	4	4
Core	252201	Apply marketing team work strategies	4	4
Core	252202	Deal with brand, product and service promotions	4	4
Core	252203	Demonstrate an understanding of the target market	4	4
Core	252204	Monitor marketing information flow and collect and process marketing data	4	4
Core	252206	Demonstrate an understanding of product positioning	4	4
Core	252209	Instil in oneself a personal marketing culture	4	4
Core	252210	Handle a range of customer complaints	4	4
Core	252211	Demonstrate an understanding of the competitive environment and product positioning	4	6
Core	252216	Comply with legal requirements and organisational and professional codes of conduct	4	4
Core	252217	Comply with organisational ethics	4	4
Core	252218	Liaise with a range of customers of a business	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
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	4	4
Fundamental	119457	Interpret and use information from texts (2nd language)	3	5
Fundamental	119459	Write/present/sign for a wide range of contexts	4	5
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	4	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts (2nd language)	3	5
Fundamental	119467	Use language and communication in occupational learning programmes (2nd language)	3	5
Fundamental	119469	Read/view, analyse and respond to a variety of texts	4	5
Fundamental	119471	Use language and communication in occupational learning programmes	4	5
Fundamental	119472	Accommodate audience and context needs in oral/signed communication (2nd language)	3	5
Compulsory el	ective unit s			
Elective	252192	Demonstrate an understanding and define the nature and role of marketing communications	4	6
Elective	252198	Demonstrate an understanding of creative principles of marketing communications	4	6
Elective	252219	Describe and apply conceptual processes in a marketing communication context	5	8



Option 4: LP 59276: Marketing Communication - Integrated programmes material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>67464</u>	Further Education and Training Certificate: Marketing (SSETA) Compulsory Electives: 252192, 252198, 252219	4	139	R 15 000

The *integrated* learning material sets are presented as learning programmes:

inc integrated	icanning i	naterial sets are presented as learning programmes:		
Type	ID	Unit Standard Title	NQF	Credits
Learning Progr		Marketing Ethics and Code of Conduct		
Core	252209	Instil in oneself a personal marketing culture	4	4
Core	252216	Comply with legal requirements and organisational and professional codes of conduct	4	4
Core	252217	Comply with organisational ethics	4	4
		Occupational Learning and Communication	-	•
		Use language and communication in occupational learning	_	_
Fundamental	119471	programmes Engage in sustained oral/signed communication and evaluate	4	5
Fundamental	119462	spoken/signed texts	4	5
Fundamental	119469	Read/view, analyse and respond to a variety of texts	4	5
Fundamental	119459	Write/present/sign for a wide range of contexts	4	5
Learning Progr	amme 3: S	econd Language Communication		
Fundamental	119467	Use language and communication in occupational learning programmes (2nd language)	3	5
Fundamental	110470	Accommodate audience and context needs in oral/signed	2	E
Fundamental	119472	communication (2nd language)	3	5
Fundamental	119457	Interpret and use information from texts (2nd language)	3	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts (2nd language)	3	5
Learning Progr	amme 4: M			
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
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	4	4
Loorning Progr	ommo E: N	larketing Strategies		
	252206		4	4
Core Core	252206	Demonstrate an understanding of product positioning Demonstrate an understanding of the target market	4	4
Core	252203	Deal with brand, product and service promotions	4	4
Core	252202	Demonstrate an understanding of the competitive environment and	4	6
		product positioning	-167	
		larketing Customer Interaction		
Core	252191	Identify internal and external stakeholders	4	4
Core	252210	Handle a range of customer complaints	4	4
Core	252218	Liaise with a range of customers of a business	4	4
		farketing Resources		_
Core	252195	Identify expertise and resources	4	3
Core	252197	Identify and use marketing resources to meet objectives	4	4
Core	252201	Apply marketing team work strategies	4	4
Core	252194	Meet marketing performance standards	4	4
Learning Progr	amme 8: M	larketing Information		
Core	252204	Monitor marketing information flow and collect and process marketing data	4	4
Core	252193	Identify potential and existing customers of the business	4	4
	1	farketing Communication		
Elective	252192	Demonstrate an understanding and define the nature and role of marketing communications	4	6
Elective	252198	Demonstrate an understanding of creative principles of marketing communications	4	6
Elective	252219	Describe and apply conceptual processes in a marketing communication context	5	8
	l	a programme of the college for college individual learning program		



Option 5: LP 59276: Marketing Management - Single unit standards material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>67464</u>	Further Education and Training Certificate: Marketing (SSETA) Compulsory Electives: 242819, 252200, 252213	4	139	R 15 000

Туре	ID	Unit Standard Title	NQF	Credits
Core	252191	Identify internal and external stakeholders	4	4
Core	252193	Identify potential and existing customers of the business	4	4
Core	252194	Meet marketing performance standards	4	4
Core	252195	Identify expertise and resources	4	3
Core	252197	Identify and use marketing resources to meet objectives	4	4
Core	252201	Apply marketing team work strategies	4	4
Core	252202	Deal with brand, product and service promotions	4	4
Core	252203	Demonstrate an understanding of the target market	4	4
Core	252204	Monitor marketing information flow and collect and process marketing data	4	4
Core	252206	Demonstrate an understanding of product positioning	4	4
Core	252209	Instil in oneself a personal marketing culture	4	4
Core	252210	Handle a range of customer complaints	4	4
Core	252211	Demonstrate an understanding of the competitive environment and product positioning	4	6
Core	252216	Comply with legal requirements and organisational and professional codes of conduct	4	4
Core	252217	Comply with organisational ethics	4	4
Core	252218	Liaise with a range of customers of a business	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
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	4	4
Fundamental	119457	Interpret and use information from texts (2nd language)	3	5
Fundamental	119459	Write/present/sign for a wide range of contexts	4	5
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	4	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts (2nd language)	3	5
Fundamental	119467	Use language and communication in occupational learning programmes (2nd language)	3	5
Fundamental	119469	Read/view, analyse and respond to a variety of texts	4	5
Fundamental	119471	Use language and communication in occupational learning programmes	4	5
Fundamental	119472	Accommodate audience and context needs in oral/signed communication (2nd language)	3	5
Compulsory ele	ective unit s			
Elective	242819	Motivate and Build a Team	4	10
Elective	252200	Implement activity plans to meet agreed deadlines	4	6
Elective	252213	Carry out marketing administration within agreed parameters	4	6



Option 6: LP 59276: Marketing Management - Integrated programmes material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>67464</u>	Further Education and Training Certificate: Marketing (SSETA) Compulsory Electives: 242819, 252200, 252213	4	139	R 15 000

The *integrated* learning material sets are presented as learning programmes:

		Lite's Oter deed Title	NOF	One dite
Type	ID	Unit Standard Title	NQF	Credits
		larketing Ethics and Code of Conduct	4	4
Core	252209	Instil in oneself a personal marketing culture	4	4
Core	252216	Comply with legal requirements and organisational and professional codes of conduct	4	4
Core	252217	Comply with organisational ethics	4	4
		ccupational Learning and Communication		
		Use language and communication in occupational learning		_
Fundamental	119471	programmes	4	5
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	4	5
Fundamental	119469	Read/view, analyse and respond to a variety of texts	4	5
Fundamental	119459	Write/present/sign for a wide range of contexts	4	5
		econd Language Communication	-	
		Use language and communication in occupational learning		
Fundamental	119467	programmes (2nd language)	3	5
		Accommodate audience and context needs in oral/signed		
Fundamental	119472	communication (2nd language)	3	5
Fundamental	119457	Interpret and use information from texts (2nd language)	3	5
runuamentai	119437	Write/present/sign texts for a range of communicative contexts (2nd	3	5
Fundamental	119465	language)	3	5
Learning Progr	amme 4: N	laths Literacy		
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of	4	6
Fundamental	7400	personal, business, national and international issues	4	6
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate	4	6
		and effectively communicate findings on life related problems	4	6
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-	4	4
runuamentai	9010	dimensional space in different contexts	4	4
Learning Progr	amme 5: N	larketing Strategies		
Core	252206	Demonstrate an understanding of product positioning	4	4
Core	252203	Demonstrate an understanding of the target market	4	4
Core	252202	Deal with brand, product and service promotions	4	4
Core	252211	Demonstrate an understanding of the competitive environment and product positioning	4	6
Learning Progr	amme 6. M	larketing Customer Interaction		
Core	252191	Identify internal and external stakeholders	4	4
Core	252210	Handle a range of customer complaints	4	4
Core	252218	Liaise with a range of customers of a business	4	4
		larketing Resources	т	
Core	252195	Identify expertise and resources	4	3
Core	252197	Identify and use marketing resources to meet objectives	4	4
Core	252201	Apply marketing team work strategies	4	4
Core	252194	Meet marketing performance standards	4	4
		larketing Information	т	
Core	252204	Monitor marketing information flow and collect and process	4	4
Coro	252402	marketing data	4	A
Core	252193	Identify potential and existing customers of the business	4	4
		larketing Management		4.0
Elective	242819	Motivate and Build a Team	4	10
Elective	252200	Implement activity plans to meet agreed deadlines	4	6
Elective	252213	Carry out marketing administration within agreed parameters	4	6



Additional and Separate Integrated Learning Programmes

Type	ID	Unit Standard Title	NQF	Credits
LP: Marketi	LP: Marketing & Advertising Fundamentals			
Elective	252196	Describe features, advantages and benefits of products and services	4	4
Core	252197	Identify and use marketing resources to meet objectives	4	4
Elective	252219	Describe and apply conceptual processes in a marketing communication context	5	8

Qualification: Q71729: FETC: Public Relations Practice

ONLY Additional and Separate Integrated Learning Programmes

Type	ID	Unit Standard Title	NQF	Credits
LP: Public Relations Fundamentals			R3 500-00	
Core	335839	Conduct tasks related to marketing, market research and promotions	4	6
Elective	252202	Deal with brand, product and service promotions	4	4



Qualification: 78964: FETC: Information Technology: Technical Support

Option 1: Specialisation: Technical Support: Hardware and Infrastructure Support for Personal Computers - Integrated programmes material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>78964</u>	Further Education and Training Certificate: Information Technology (MICT) Electives: 14922, 14936, 14941, 14945, 14946, 14947, 14948, 14952	4	163	R 15 000

The *integrated* learning material sets are presented as learning programmes:

Turns	ID	Limit Otom dord Title	NOF	Credits
Type		Unit Standard Title	NQF	Credits
		computer technology in the organisation	4	0
Core	14963	Investigate the use of computer technology in an organisation	4	6
Core	14921	Describe the types of computer systems and associated hardware configurations	4	6
Core	14926	Describe information systems departments in business organisations	4	3
Learning Progr	amme 2: C	omputer architecture and electronic logic		
Core	14917	Explain computer architecture concepts	4	7
Core	14944	Explain how data is stored on computers	4	7
Elective	14922	Demonstrate knowledge of the principles of electronic logic for computing	4	9
Learning Progr	amme 3. D	ata communication and networking		
Core	14913	Explain the principles of computer networks	3	5
Elective	14947	Describe data communications	3	4
		nstall printers and copiers	3	4
Elective	14945		4	
	14945	Describe and install computer printers	4	2
Elective		Describe and install colour copiers/printers		4
Elective	14946	Describe and install photocopier machines	4	3
Elective	14948	Describe and install high-volume photocopier machines	4	4
		estall scanners and facsimile machines		
Elective	14936	Describe and install scanning systems	4	3
Elective	14952	Describe and install a facsimile machine	4	2
Learning Progr	amme 6: P	reventative maintenance, safety and testing		
Core	114636	Demonstrate an understanding of preventative maintenance, environmental and safety issues in a computer environment	3	6
Core	14908	Demonstrate an understanding of testing IT systems against given specifications	4	6
Learning Progr	amme 7: C	sustomer service		
Core	10313	Comply with service levels as set out in a Contact Centre Operation	4	10
Core	14927	Apply problem solving strategies	4	4
Core	252210	Handle a range of customer complaints	4	4
Core	14920	Participate in groups and/or teams to recommend solutions to problems	4	3
Learning Progr	ramme 8. R	esolve computer user problems		
Core	14919	Resolve computer user's problems	4	5
Core	14938	Resolve technical computer problems	4	5
		lathematical literacy		
		Use mathematics to investigate and monitor the financial aspects of		
Fundamental	7468	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
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-	4	4
		dimensional space in different contexts		
Learning Progr	amme 10:	Business communication		
Fundamental	12154	Apply comprehension skills to engage oral texts in a business environment	4	5
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	4	5
Fundamental	119469	Read/view, analyse and respond to a variety of texts	4	5
Fundamental	119459	Write/present/sign for a wide range of contexts	4	5
		Second language communication		
Fundamental	119467	Use language and communication in occupational learning programmes [2 nd language]	3	5
Fundamental	119472	Accommodate audience and context needs in oral/signed communication [2 nd language]	3	5
	1	communication [2 language]	I	



NQF4 SETA Qualification Learning Material Sets

Туре	ID	Unit Standard Title	NQF	Credits
Fundamental	119457	Interpret and use information from texts [2 nd language]	3	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts [2 nd language]	3	5

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

Qualification: 80646: FETC: Beauty and Nail Technology

ONLY Additional and Separate Integrated Learning Programmes

Type	ID	Unit Standard Title	NQF	Credits
LP: Perform a manicure and pedicure service			R3 500-00	
Elective	377505	Perform a manicure and pedicure service	3	8
Elective	Perform a specialised manicure and pedicure using various		4	2

Type	ID	Unit Standard Title	NQF	Credits
LP: Nail te	LP: Nail technology		R6 500-00	
Elective	377505	Perform a manicure and pedicure service	3	8
Elective	377480	Perform a specialised manicure and pedicure using various techniques	4	2
Elective	377501	Apply gel nail enhancement	4	5
Elective	377520	Apply liquid and powder nail enhancement	4	4



Qualification: 93996: FETC: Contact Centre Operations

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

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
93996	Further Education and Training Certificate: Contact Centre Operations (SSETA) Electives: 10328	4	132	R 15 000

The *integrated* learning material sets are presented as learning programmes:

Туре	ID	Unit Standard Title	NQ F	Credits
Learning Progr	amme 1: C	ontact Centres and Occupational Learning		
	N/A	Introduction to Contact Centres		
Learning Progr	amme 2: B	usiness Communication		
Fundamental	119459	Write/present/sign for a wide range of contexts	4	5
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	4	5
Fundamental	119469	Read/view, analyse and respond to a variety of texts	4	5
Fundamental	12153	Use the writing process to compose texts required in the business environment		5
Learning Programme 3: Occupational Learning and Second Language Communication				
Fundamental	119457	Interpret and use information from texts [2nd language]	3	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts [2nd language]	3	5
Fundamental	119467	Use language and communication in occupational learning programmes [2nd language]	3	5
Fundamental	119472	Accommodate audience and context needs in oral/signed communication [2nd language]	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	4	6
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	4	6
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	4	4
Learning Progr	amme 5: C	ontact Centre Customers and Sales Techniques		L
Core	10326	Identify customers of Contact Centres	4	4
Core	10323	Implement Contact Centre specific sales techniques to generate sales through a Contact Centre	4	12
Core	10324	Describe features, advantages and benefits of a range of products or services	4	6
Learning Progr	amme 6: C	ontact Centre Service Levels and Statistical Data		
Core	10313	Comply with service levels as set out in a Contact Centre Operation	4	10
Core	10322	Retrieve and correlate statistical data applicable to Contact Centres	4	12
	amme 7: C	ontact Centre Performance and Coaching		
Core	10321	Monitor and maintain performance standards in a Contact Centre	4	12
Core	10327	Provide coaching to personnel within a Contact Centre	4	10
		ontact Centre Supervisory Activities		
Elective	10328	Implement and co-ordinate Contact Centre activities in a commercial environment	4	18



Option 2: LP 94081: Contact Centre: Managing People -- Integrated programmes material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
93996	Further Education and Training Certificate: Contact Centre Operations: Managing People (SABPP) Electives: 10327	4	132	R 15 000

The *integrated* learning material sets are presented as learning programmes:

Туре	ID	Unit Standard Title	NQ F	Credits
Learning Progr	amme 1: C	Contact Centres and Occupational Learning		
	N/A	Introduction to Contact Centres		
Learning Progr	amme 2: B	Susiness Communication		
Fundamental	119459	Write/present/sign for a wide range of contexts	4	5
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	4	5
Fundamental	119469	Read/view, analyse and respond to a variety of texts	4	5
Fundamental	Use the writing process to compose texts required in the husiness		4	5
Learning Progr	amme 3: C	Occupational Learning and Second Language Communication		
Fundamental	119457	Interpret and use information from texts [2nd language]	3	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts [2nd language]	3	5
Fundamental	119467	Use language and communication in occupational learning programmes [2nd language]	3	5
Fundamental	119472	Accommodate audience and context needs in oral/signed communication [2nd language]	3	5
Learning Progr	amme 4: F	inancial and Mathematical Literacy		,
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
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	4	4
Learning Progr	amme 5: C	Contact Centre Customers and Sales Techniques		,
Core	10326	Identify customers of Contact Centres	4	4
Core	10323	Implement Contact Centre specific sales techniques to generate sales through a Contact Centre	4	12
Core	10324	Describe features, advantages and benefits of a range of products or services	4	6
Learning Progr	amme 6: C	Contact Centre Service Levels and Statistical Data		
Core	10313	Comply with service levels as set out in a Contact Centre Operation	4	10
Core	10322	Retrieve and correlate statistical data applicable to Contact Centres	4	12
Learning Progr	amme 7: C	Contact Centre Performance and Coaching		
Core	10321	Monitor and maintain performance standards in a Contact Centre	4	12
Core	10327	Provide coaching to personnel within a Contact Centre	4	10
Learning Progr		Contact Centre Supervisory Activities		
Elective	10327	Provide coaching to personnel within a Contact Centre	4	10
		ng programmes are available for sale as individual learning progra	<u></u>	•



Option 3: LP 94081: Contact Centre: Managing People -- Integrated programmes material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
93996	Further Education and Training Certificate: Contact Centre Operations: Managing People (SABPP) Electives: 10978	4	132	R 15 000

The *integrated* learning material sets are presented as learning programmes:

Туре	ID	Unit Standard Title	NQ F	Credits		
Learning Progr	amme 1: C	ontact Centres and Occupational Learning	-			
<u> </u>	N/A	Introduction to Contact Centres				
Learning Progr	amme 2: B	usiness Communication				
Fundamental	119459	Write/present/sign for a wide range of contexts	4	5		
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	4	5		
Fundamental	119469	Read/view, 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		
Learning Progr	amme 3: O	ccupational Learning and Second Language Communication				
Fundamental	119457	Interpret and use information from texts [2nd language]	3	5		
Fundamental	119465	Write/present/sign texts for a range of communicative contexts [2nd language]	3	5		
Fundamental	119467	Use language and communication in occupational learning programmes [2nd language]	3	5		
Fundamental	119472	Accommodate audience and context needs in oral/signed communication [2nd language]	3	5		
Learning Progr	amme 4: F	inancial and Mathematical Literacy				
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		
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	4	4		
Learning Progr	amme 5: C	ontact Centre Customers and Sales Techniques				
Core	10326	Identify customers of Contact Centres	4	4		
Core	10323	Implement Contact Centre specific sales techniques to generate sales through a Contact Centre	4	12		
Core	10324	Describe features, advantages and benefits of a range of products or services	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	4	10		
Core	10322	Retrieve and correlate statistical data applicable to Contact Centres	4	12		
Learning Programme 7: Contact Centre Performance and Coaching						
Core	10321	Monitor and maintain performance standards in a Contact Centre	4	12		
Core	10327	Provide coaching to personnel within a Contact Centre	4	10		
Learning Progr	amme 8: C	ontact Centre Supervisory Activities				
Elective	10978	Recruit and select candidates to fill defined positions	4	10		
Intel The alle		a programmos are available for sale as individual learning progra				



NQF5 Qualifications

Qualification: 49075: NC: Organisational Transformation and Change Management

Option 1: Integrated programmes material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
49075	National Certificate: Organisational Transformation and Change Management (SSETA)	5	127	R 15 000
	Electives: 116919, 116921			

The *integrated* learning material sets are presented as learning programmes:

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



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

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

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
50334	National Certificate: Occupationally Directed Education Training and Development Practices (ETDP) Electives: 15217, 15218, 15227, 15232, 115755, 115759, 123394, 252041	5	120	R 15 000

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

Туре	ID	Unit Standard Title	NQF	Credits
Core	115753	Conduct outcomes-based assessment	5	15
Core	117865	Assist and support learners to manage their learning experiences	4	5
Core	117874	Guide learners about their learning, assessment and recognition opportunities	5	6
Core	117871	Facilitate learning using a variety of given methodologies	5	10
Core	123396	Define target audience profiles and skills gaps	4	6
Core	123397	Evaluate a learning intervention using given evaluation instruments	5	10
Core	114924	Demonstrate understanding of the outcomes-based education and training approach within the context of a National Qualifications Framework	5	5
Fundamental	115789	Sustain oral interaction across a wide range of contexts and critically evaluate spoken texts	5	5
Fundamental	115790	Write and present for a wide range of purposes, audiences and contexts	5	5
SDF Integrated	l module (E	ELO6: Conduct skills development facilitation) – integrated programme		
Core	15221	Provide information and advice regarding skills development and related issues	5	4
Elective	15218	Conduct an analysis to determine outcomes of learning for skills development and other purposes	6	4
Elective	15217	Develop an organisational training and development plan	5	6
Elective	15232	Coordinate planned skills development interventions in an organisation	5	6
Elective	252041	Promote a learning culture in an organisation	5	5
Elective	15227	Conduct skills development administration in an organisation	4	4
Select an addit	Select an additional minimum of 24 credits from the list below			
Elective	115755	Design and develop outcomes-based assessments	6	10
Elective	115759	Conduct moderation of outcomes-based assessments	6	10
Elective	123394	Develop outcomes-based learning programmes	5	10

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



Option 2: Specialisation: SDF - Theme based - Integrated programmes material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>50334</u>	National Certificate: Occupationally Directed Education Training and Development Practices (ETDP) Electives: 15217, 15218, 15227, 15232, 115755, 115759, 123394, 252041	5	120	R 15 000

The *integrated* learning material sets are presented as learning programmes:

Learning Programme 1: Communicate in ETD settings Demonstrate understanding of the outcomes-based education & training approach within the context of NQF Fundamental 115789 Sustain oral interaction across a wide range of contexts & critically evaluate spoken texts Fundamental 115790 Write & present for a wide range of purposes, audiences & contexts Earning Programme 2: Skills Development Facilitation Core 15221 Provide information & advice regarding skills development & related issues Flective 15218 Conduct an analysis to determine outcomes of learning for skills development and other purposes Elective 15217 Develop an organisational training & development plan Elective 252041 Promote a learning culture in an organisation Flective 15227 Conduct skills development administration in an organisation Elective 15227 Conduct skills development administration in an organisation Elective 15239 Develop outcomes-based learning materials Core 123396 Define target audience profiles & skills gaps Elective 115755 Design and develop outcomes-based assessments Core 117871 Facilitate learning Core 117874 Facilitate learning intervention using given evaluation instruments Core 117865 Assist & support learners to manage their learning experiences Learning Programme 6: Conduct assessment Core 117875 Conduct moderation Elective 115759 Conduct moderation of outcomes-based assessments Elearning Programme 6: Conduct moderation Elective 115759 Conduct moderation of outcomes-based assessments Elective 115759 Conduct moderation of outcomes-based assessments	Type	ID	Unit Standard Title	NQF	Credits
Core 114924 Demonstrate understanding of the outcomes-based education & training approach within the context of NQF 5 Fundamental 115789 Sustain oral interaction across a wide range of contexts & critically evaluate spoken texts 5 Fundamental 115790 Write & present for a wide range of purposes, audiences & contexts 5 Learning Programme 2: Skills Development Facilitation 7 Core 15221 Provide information & advice regarding skills development & related issues 5 Elective 15218 Conduct an analysis to determine outcomes of learning for skills development and other purposes 6 Elective 15217 Develop an organisational training & development plan 5 6 Elective 15232 Coordinate planned skills development interventions in an organisation 5 6 Elective 15227 Conduct skills development administration in an organisation 5 5 Elective 15227 Conduct skills development administration in an organisation 4 4 Learning Programme 3: OBE learning materials 5 5 Core 123396 Define target audience profiles & skills gaps 4 6 Elective 123394 Develop outcomes-based learning materials 5 10 Learning Programme 4: Facilitate learning					o.ou.to
Fundamental 115799 evaluate spoken texts Fundamental 115790 Write & present for a wide range of purposes, audiences & contexts 5 Learning Programme 2: Skills Development Facilitation Core 15221 Provide information & advice regarding skills development & related issues Flective 15218 Conduct an analysis to determine outcomes of learning for skills development and other purposes Flective 15217 Develop an organisational training & development plan 5 Flective 15232 Coordinate planned skills development interventions in an organisation 5 Flective 252041 Promote a learning culture in an organisation 5 Flective 15227 Conduct skills development administration in an organisation 4 Learning Programme 3: OBE learning materials Core 123396 Define target audience profiles & skills gaps 4 Flective 115755 Design and develop outcomes-based learning materials 5 Flective 117871 Facilitate learning using a variety of given methodologies 5 Core 117874 Guide learner support Core 117874 Guide learners about their learning, assessment & recognition opportunities 5 Core 115753 Conduct assessment Core 115753 Conduct assessment Core 115753 Conduct assessment Core 115753 Conduct outcomes-based assessment 5 Learning Programme 7: Conduct moderation			Demonstrate understanding of the outcomes-based education &	5	5
Learning Programme 2: Skills Development FacilitationFrovide information & advice regarding skills development & related issues54Core15221Provide information & advice regarding skills development & related issues54Elective15218Conduct an analysis to determine outcomes of learning for skills development and other purposes64Elective15217Develop an organisational training & development plan56Elective15232Coordinate planned skills development interventions in an organisation56Elective252041Promote a learning culture in an organisation55Elective15227Conduct skills development administration in an organisation44Learning Programme 3: OBE learning materials510Core123396Define target audience profiles & skills gaps46Elective123394Develop outcomes-based learning materials510Elective115755Design and develop outcomes-based assessments610Learning Programme 4: Facilitate learning510Core117871Facilitate learning intervention using given evaluation instruments510Core117874Guide learners about their learning, assessment & recognition opportunities56Core117865Assist & support learners to manage their learning experiences45Learning Programme 6: Conduct assessment515Learning Programme 7: Conduct outcomes-based assessment	Fundamental			5	5
Core 15221 Provide information & advice regarding skills development & related issues 5 4 Elective 15218 Conduct an analysis to determine outcomes of learning for skills development and other purposes 6 4 Elective 15217 Develop an organisational training & development plan 5 6 Elective 15232 Coordinate planned skills development interventions in an organisation 5 6 Elective 252041 Promote a learning culture in an organisation 5 5 Elective 15227 Conduct skills development administration in an organisation 4 4 Learning Programme 3: OBE learning materials 0BE learning materials 5 10 Core 123396 Define target audience profiles & skills gaps 4 6 Elective 123394 Develop outcomes-based learning materials 5 10 Elective 115755 Design and develop outcomes-based assessments 6 10 Learning Programme 4: Facilitate learning 5 10 Core 117871 Facilitate learning using a variety of given methodologies 5 10 Core 123397 Evaluate a learning intervention using given evaluation instruments 5 10 Learning Programme 5: Provide learners ab	Fundamental	115790	Write & present for a wide range of purposes, audiences & contexts	5	5
Elective 15218 Conduct an analysis to determine outcomes of learning for skills development and other purposes Elective 15217 Develop an organisational training & development plan 5 6 Elective 15232 Coordinate planned skills development interventions in an organisation 5 6 Elective 252041 Promote a learning culture in an organisation 5 5 Elective 15227 Conduct skills development administration in an organisation 4 4 Learning Programme 3: OBE learning materials Core 123396 Define target audience profiles & skills gaps 4 6 Elective 115755 Design and develop outcomes-based learning materials 5 10 Learning Programme 4: Facilitate learning Learning with a variety of given methodologies 5 10 Core 117871 Facilitate learning using a variety of given methodologies 5 10 Core 123397 Evaluate a learning intervention using given evaluation instruments 5 10 Learning Programme 5: Provide learner support Core 117874 Guide learners about their learning, assessment & recognition opportunities Core 117865 Assist & support learners to manage their learning experiences 4 5 Learning Programme 6: Conduct assessment Core 115753 Conduct outcomes-based assessment 5 15 Learning Programme 7: Conduct moderation	Learning Progr	amme 2: S	kills Development Facilitation		
Elective 15217 Develop an organisational training & development plan 5 6 Elective 15232 Coordinate planned skills development interventions in an organisation 5 6 Elective 252041 Promote a learning culture in an organisation 5 5 Elective 15227 Conduct skills development administration in an organisation 4 4 Learning Programme 3: OBE learning materials Core 123396 Define target audience profiles & skills gaps 4 6 Elective 123394 Develop outcomes-based learning materials 5 10 Elective 115755 Design and develop outcomes-based assessments 6 10 Learning Programme 4: Facilitate learning Core 117871 Facilitate learning using a variety of given methodologies 5 10 Learning Programme 5: Provide learner support Core 117874 Guide learners about their learning, assessment & recognition opportunities 5 6 Core 117865 Assist & support learners to manage their learning experiences 4 5 Learning Programme 6: Conduct assessment 5 15 Learning Programme 7: Conduct moderation 5 15	Core	15221	· ·	5	4
Elective 15232 Coordinate planned skills development interventions in an organisation 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	Elective	15218		6	4
Elective 15232 Coordinate planned skills development interventions in an organisation 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	Elective	15217	Develop an organisational training & development plan	5	6
Elective 15227 Conduct skills development administration in an organisation 4 4 Learning Programme 3: OBE learning materials Core 123396 Define target audience profiles & skills gaps 4 6 Elective 123394 Develop outcomes-based learning materials 5 10 Elective 115755 Design and develop outcomes-based assessments 6 10 Learning Programme 4: Facilitate learning Core 117871 Facilitate learning using a variety of given methodologies 5 10 Core 123397 Evaluate a learning intervention using given evaluation instruments 5 10 Learning Programme 5: Provide learner support Core 117874 Guide learners about their learning, assessment & recognition opportunities Core 117865 Assist & support learners to manage their learning experiences 4 5 Learning Programme 6: Conduct assessment Core 115753 Conduct outcomes-based assessment 5 15 Learning Programme 7: Conduct moderation	Elective	15232	Coordinate planned skills development interventions in an	5	6
Learning Programme 3: OBE learning materialsCore123396Define target audience profiles & skills gaps46Elective123394Develop outcomes-based learning materials510Elective115755Design and develop outcomes-based assessments610Learning Programme 4: Facilitate learningCore117871Facilitate learning using a variety of given methodologies510Core123397Evaluate a learning intervention using given evaluation instruments510Learning Programme 5: Provide learner supportCore117874Guide learners about their learning, assessment & recognition opportunities56Core117865Assist & support learners to manage their learning experiences45Learning Programme 6: Conduct assessment515Learning Programme 7: Conduct moderation515	Elective	252041	Promote a learning culture in an organisation	5	5
Core123396Define target audience profiles & skills gaps46Elective123394Develop outcomes-based learning materials510Elective115755Design and develop outcomes-based assessments610Learning Programme 4: Facilitate learningCore117871Facilitate learning using a variety of given methodologies510Core123397Evaluate a learning intervention using given evaluation instruments510Learning Programme 5: Provide learner supportCore117874Guide learners about their learning, assessment & recognition opportunities56Core117865Assist & support learners to manage their learning experiences45Learning Programme 6: Conduct assessmentCore115753Conduct outcomes-based assessment515Learning Programme 7: Conduct moderation	Elective	15227	Conduct skills development administration in an organisation	4	4
Elective 123394 Develop outcomes-based learning materials 5 10 Elective 115755 Design and develop outcomes-based assessments 6 10 Learning Programme 4: Facilitate learning Core 117871 Facilitate learning using a variety of given methodologies 5 10 Core 123397 Evaluate a learning intervention using given evaluation instruments 5 10 Learning Programme 5: Provide learner support Core 117874 Guide learners about their learning, assessment & recognition opportunities Core 117865 Assist & support learners to manage their learning experiences 4 5 Learning Programme 6: Conduct assessment Core 115753 Conduct outcomes-based assessment 5 15 Learning Programme 7: Conduct moderation	Learning Progr	amme 3: O	BE learning materials		
Elective 115755 Design and develop outcomes-based assessments 6 10 Learning Programme 4: Facilitate learning Core 117871 Facilitate learning using a variety of given methodologies 5 10 Core 123397 Evaluate a learning intervention using given evaluation instruments 5 10 Learning Programme 5: Provide learner support Core 117874 Guide learners about their learning, assessment & recognition opportunities Core 117865 Assist & support learners to manage their learning experiences 4 5 Learning Programme 6: Conduct assessment Core 115753 Conduct outcomes-based assessment 5 15 Learning Programme 7: Conduct moderation	Core	123396	Define target audience profiles & skills gaps	4	6
Learning Programme 4: Facilitate learning Core	Elective	123394	Develop outcomes-based learning materials	5	10
Core117871Facilitate learning using a variety of given methodologies510Core123397Evaluate a learning intervention using given evaluation instruments510Learning Programme 5: Provide learner supportCore117874Guide learners about their learning, assessment & recognition opportunities56Core117865Assist & support learners to manage their learning experiences45Learning Programme 6: Conduct assessmentCore115753Conduct outcomes-based assessment515Learning Programme 7: Conduct moderation				6	10
Core 123397 Evaluate a learning intervention using given evaluation instruments 5 10 Learning Programme 5: Provide learner support Core 117874 Guide learners about their learning, assessment & recognition opportunities 5 6 Core 117865 Assist & support learners to manage their learning experiences 4 5 Learning Programme 6: Conduct assessment 5 15 Learning Programme 7: Conduct moderation 5 15	Learning Progr	amme 4: F	acilitate learning		
Learning Programme 5: Provide learner support Core 117874 Guide learners about their learning, assessment & recognition opportunities 5 6 Core 117865 Assist & support learners to manage their learning experiences 4 5 Learning Programme 6: Conduct assessment Core 115753 Conduct outcomes-based assessment 5 15 Learning Programme 7: Conduct moderation	Core	117871	Facilitate learning using a variety of given methodologies	5	10
Core 117874 Guide learners about their learning, assessment & recognition opportunities 5 6 Core 117865 Assist & support learners to manage their learning experiences 4 5 Learning Programme 6: Conduct assessment 5 15 Core 115753 Conduct outcomes-based assessment 5 15 Learning Programme 7: Conduct moderation 5 15	Core	123397	Evaluate a learning intervention using given evaluation instruments	5	10
Core 117865 Assist & support learners to manage their learning experiences 4 5 Learning Programme 6: Conduct assessment Core 115753 Conduct outcomes-based assessment 5 15 Learning Programme 7: Conduct moderation	Learning Progr	amme 5: P	rovide learner support		
Learning Programme 6: Conduct assessment 5 Core 115753 Conduct outcomes-based assessment 5 Learning Programme 7: Conduct moderation	Core	117874		5	6
Learning Programme 6: Conduct assessment 5 Core 115753 Conduct outcomes-based assessment 5 Learning Programme 7: Conduct moderation	Core	117865		4	5
Core 115753 Conduct outcomes-based assessment 5 15 Learning Programme 7: Conduct moderation 5 15	Learning Programme 6: Conduct assessment				
				5	15
	Learning Progr				
				6	10

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



Option 3: Specialisation: SDF - ELO based- Integrated programmes material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>50334</u>	National Certificate: Occupationally Directed Education Training and Development Practices (ETDP) Electives: 15217, 15218, 15227, 15232, 115755, 115759, 123394, 252041	5	120	R 15 000

The *integrated* learning material sets are presented as learning programmes:

Туре	ID	Unit Standard Title	NQF	Credits
Learning Prog	ramme 1: C	communicate in a variety of ETD settings		
Fundamental 115789		Sustain oral interaction across a wide range of contexts & critically evaluate spoken texts	5	5
Fundamental	115790	Write & present for a wide range of purposes, audiences & contexts	5	5
Learning Prog	ramme 2: D	esign and develop learning programmes and processes		
Core	123396	Define target audience profiles & skills gaps	4	6
Elective	123394	Develop outcomes-based learning materials	5	10
Learning Prog	ramme 3: F	acilitate and evaluate learning		
Core	114924	Demonstrate understanding of the outcomes-based education & training approach within the context of NQF	5	5
Core	117871	Facilitate learning using a variety of given methodologies	5	10
Core	123397	Evaluate a learning intervention using given evaluation instruments	5	10
Learning Prog	ramme 4: E	ngage and promote assessment practices		
Core	115753	Conduct outcomes-based assessment	5	15
Elective	115755	Design and develop outcomes-based assessments	6	10
Elective	115759	Conduct moderation of outcomes-based assessments	6	10
Learning Prog	ramme 5: P	rovide learning support to learners and organisations		
Core	117874	Guide learners about their learning, assessment & recognition opportunities	5	6
Core	117865	Assist & support learners to manage their learning experiences	4	5
Learning Prog	ramme 6: C	onduct Skills Development Facilitation		
Core	15221	Provide information & advice regarding skills development & related issues	5	4
Elective	15218	Conduct an analysis to determine outcomes of learning for skills development and other purposes	6	4
Elective	15217	Develop an organisational training & development plan	5	6
Elective	15232	Coordinate planned skills development interventions in an organisation	5	6
Elective	252041	Promote a learning culture in an organisation	5	5
Elective	15227	Conduct skills development administration in an organisation	4	4

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



Additional and Separate Integrated Learning Programmes

Туре	ID	Unit Standard Title	NQF	Credits
LP: SDF 1			R6 0	00-00
Elective	15217	Develop an organisational training and development plan	5	6
Elective	15218	Conduct an analysis to determine outcomes of learning for skills development and other purposes	6	4
Core	15221	Provide information and advice regarding skills development and related issues	5	4
Elective	252041	Promote a learning culture in an organisation	5	5
Elective	15232	Coordinate planned skills development interventions in an organisation	5	6
Elective	15227	Conduct skills development administration in an organisation	4	4

Туре	ID	Unit Standard Title	NQF	Credits
LP: SDF 2		R3 500-00		
Elective	15217	Develop an organisational training and development plan	5	6
Elective	15232	Coordinate planned skills development interventions in an organisation	5	6
Elective	15227	Conduct skills development administration in an organisation	4	4



Qualification: 58820: NC: Advertising

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

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>58820</u>	National Certificate: Advertising: Copywriting (MICTS) Compulsory Electives: 117558, 244612	5	124	R 15 000

The individual unit standard learning material sets have been developed for the following:

Туре	ID	Unit Standard Title	NQF	Credits
Core	10064	Investigate and explain marketing communications concepts	5	8
Core	10147	Supervise a project team of a technical project to deliver project objectives	5	14
Core	244560	Present advertising ideas	5	7
Core	244580	Develop advertising activity specifications	5	15
Core	244613	Select information for advertising assignments	5	10
Core	244616	Recommend resources for advertising assignments	5	15
Fundamental	115789	Sustain oral interaction across a wide range of contexts and critically evaluate spoken texts	5	5
Fundamental	115790	Write and present for a wide range of purposes, audiences and contexts	5	5
Fundamental	115792	Access, process, adapt and use data from a wide range of texts	5	5
Compulsory	117558	Write scripts for an audio visual medium	5	10
Compulsory	244612	Write advertising copy	5	15
Select an addit	elect an additional minimum of 15 credits from the list below			
Elective	10066	Establish customer needs and relationships	5	16
Elective	10067	Develop customer needs and relationships	5	16

Option 2: Specialisation: Client Service - Single unit standards material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>58820</u>	National Certificate: Advertising: Client Service (MICTS) Compulsory Electives: 10066, 244586	5	124	R 15 000

Type	ID	Unit Standard Title	NQF	Credits
Core	10064	Investigate and explain marketing communications concepts	5	8
Core	10147	Supervise a project team of a technical project to deliver project objectives	5	14
Core	244560	Present advertising ideas	5	7
Core	244580	Develop advertising activity specifications	5	15
Core	244613	Select information for advertising assignments	5	10
Core	244616	Recommend resources for advertising assignments	5	15
Fundamental	115789	Sustain oral interaction across a wide range of contexts and critically evaluate spoken texts	5	5
Fundamental	Write and present for a wide range of purposes, audiences and		5	5
Fundamental	115792	Access, process, adapt and use data from a wide range of texts	5	5
Compulsory	10066	Establish customer needs and relationships	5	16
Compulsory	244586	Contract suppliers for advertising assignments	5	15
Select an addit	tional minim	num of 9 credits from the list below		
Elective	10067	Develop customer needs and relationships	5	16
Elective	13483	Evaluate an event to ensure sustainable events	5	3
Elective	13484	Perform successful event administration	5	8
Elective	13486	Research an event	5	4
Elective	116338	Apply basic business accounting practices	6	9
Elective	116365	Evaluate the financial practices of a business	6	9



Qualification: 59201: NC: Generic Management

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

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>59201</u>	National Certificate: Generic Management (SSETA)	5	162	R 15 000

Туре	ID	Unit Standard Title	NQF	Credits
Core	252020	Create and manage an environment that promotes innovation	5	6
Core	252021	Formulate recommendations for a change process	5	8
Core	252025	Monitor, assess and manage risk	5	8
Core	252027	Devise and apply strategies to establish and maintain workplace relationships	5	6
Core	252029	Lead people development and talent management	5	8
Core	252032	Develop, implement and evaluate an operational plan	5	8
Core	252034	Monitor and evaluate team members against performance standards	5	8
Core	252035	Select and coach first line managers	5	8
Core	252037	Build teams to achieve goals and objectives	5	6
Core	252043	Manage a diverse work force to add value	5	6
Core	252044	Apply the principles of knowledge management	5	6
Fundamental	12433	Use communication techniques effectively	5	8
Fundamental	120300	Analyse leadership and related theories in a work context	5	8
Fundamental	252022	Develop, implement and evaluate a project plan	5	8
Fundamental	252026	Apply a systems approach to decision making	5	6
Fundamental	252036	Apply mathematical analysis to economic and financial information	5	6
Fundamental	252040	Manage the finances of a unit	5	8
Fundamental	252042	Apply the principles of ethics to improve organisational culture	5	5
Select an addit	ional minim	num of 35 credits from the list below		
Elective	10048	Identify brand mix elements	5	8
Elective	12140	Recruit and select candidates to fill defined positions	5	9
Elective	15214	Recognise areas in need of change make recommendations and implement change in the team, department or division	5	3
Elective	15219	Develop and implement a strategy and action plans for a team, department or division	5	4
Elective	15224	Empower team members through recognising strengths, encouraging participation in decision making and delegating tasks	5	4
Elective	15236	Apply financial analysis	5	4
Elective	114226	Interpret and manage conflicts within the workplace	5	8
Elective	117853	Conduct negotiations to deal with conflict situations	5	8
Elective	252024	Evaluate current practices against best practice	5	4
Elective	252031	Apply the principles and concepts of emotional intelligence to the management of self and others	5	4
Elective	252041	Promote a learning culture in an organisation	5	5
Elective	264408	Manage and improve communication processes in a function	6	3



Option 2: LP 60269: General Management - Integrated programmes material set

S	AQA)	Qualification Title	NQF	Minimum Credits	Price
<u>59</u>	<u>9201</u>	National Certificate: Generic Management (SSETA) Electives: 12140, 15224, 114226, 117853, 252024, 252031	5	162	R 15 000

The *integrated* learning material sets are presented as learning programmes:

Туре	ID	Unit Standard Title	NQF	Credits		
Learning Progr	amme 1: L	eadership				
Fundamental	120300	Analyse leadership and related theories in a work context	5	8		
Core	252037	Build teams to achieve goals and objectives	5	6		
Elective	15224	Empower team members through recognising strengths, encouraging participation in decision making and delegating tasks	5	4		
Learning Progr	amme 2: R	elationship Management				
Core	252027	Devise and apply strategies to establish and maintain workplace relationships	5	6		
Elective	252031	Apply the principles and concepts of emotional intelligence to the management of self and others	5	4		
Fundamental	12433	Use communication techniques effectively	5	8		
Learning Progr	amme 3: D	iversity and Conflict Management				
Core	252043	Manage a diverse work force to add value	5	6		
Elective	117853	Conduct negotiations to deal with conflict situations	5	8		
Elective	114226	Interpret and manage conflicts within the workplace	5	8		
Learning Progr	amme 4: P	eople Management				
Elective	12140	Recruit and select candidates to fill defined positions	5	9		
Core	252029	Lead people development and talent management	5	8		
Core	252034	Monitor and evaluate team members against performance standards	5	8		
Core	252035	Select and coach first line managers	5	8		
Learning Progr	amme 5: F	inancial Management				
Fundamental	252036	Apply mathematical analysis to economic and financial information	5	6		
Fundamental	252040	Manage the finances of a unit	5	8		
Learning Progr	amme 6: B	est Practice Management				
Elective	252024	Evaluate current practices against best practice	5	4		
Fundamental	252042	Apply the principles of ethics to improve organisational culture	5	5		
Core	252044	Apply the principles of knowledge management	5	6		
Learning Progr	amme 7: C	hange Management				
Core	252021	Formulate recommendations for a change process	5	8		
Core	252020	Create and manage an environment that promotes innovation	5	6		
Fundamental	252026	Apply a systems approach to decision making	5	6		
Learning Progr	amme 8: R	esults-based Management				
Core	252032	Develop, implement and evaluate an operational plan	5	8		
Core	252025	Monitor, assess and manage risk	5	8		
Fundamental	252022	Develop, implement and evaluate a project plan	5	8		
Note: The above learning programmes are available for sale as individual learning programmes						



Option 3: LP 60273: Customer Management - Single unit standards material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>59201</u>	National Certificate: Generic Management (SSETA)	5	162	R 15 000

Type	ID	Unit Standard Title	NQF	Credits
Core	252020	Create and manage an environment that promotes innovation	5	6
Core	252021	Formulate recommendations for a change process	5	8
Core	252025	Monitor, assess and manage risk	5	8
Core	252027	Devise and apply strategies to establish and maintain workplace relationships	5	6
Core	252029	Lead people development and talent management	5	8
Core	252032	Develop, implement and evaluate an operational plan	5	8
Core	252034	Monitor and evaluate team members against performance standards	5	8
Core	252035	Select and coach first line managers	5	8
Core	252037	Build teams to achieve goals and objectives	5	6
Core	252043	Manage a diverse work force to add value	5	6
Core	252044	Apply the principles of knowledge management	5	6
Fundamental	12433	Use communication techniques effectively	5	8
Fundamental	120300	Analyse leadership and related theories in a work context	5	8
Fundamental	252022	Develop, implement and evaluate a project plan	5	8
Fundamental	252026	Apply a systems approach to decision making	5	6
Fundamental	252036	Apply mathematical analysis to economic and financial information	5	6
Fundamental	252040	Manage the finances of a unit	5	8
Fundamental	252042	Apply the principles of ethics to improve organisational culture	5	5
Select an addit	ional minim	num of 35 credits from the list below		
Elective	10045	Identify product features, advantages and benefits to the customer	5	10
Elective	10047	Close a deal with a customer	5	5
Elective	10048	Identify brand mix elements	5	8
Elective	10052	Monitor handling of customer by frontline customer service	5	8
Elective	10066	Establish customer needs and relationships	5	16
Elective	10067	Develop customer needs and relationships	5	16
Elective	15214	Recognise areas in need of change make recommendations and implement change in the team, department or division	5	3
Elective	15219	Develop and implement a strategy and action plans for a team, department or division	5	4



Option 4: LP 60273: Customer Management - Integrated programmes material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>59201</u>	National Certificate: Generic Management (SSETA) Electives: 10052, 10053, 10054, 10067	5	162	R 15 000

The *integrated* learning material sets are presented as learning programmes:

Type	ID	Unit Standard Title	NQF	Credits
Learning Progr	amme 1: L	eadership		
Fundamental	120300	Analyse leadership and related theories in a work context	5	8
Core	252037	Build teams to achieve goals and objectives	5	6
Learning Progr	amme 2: R	elationship Management		
Core	252027	Devise and apply strategies to establish and maintain workplace relationships	5	6
Core	252043	Manage a diverse work force to add value	5	6
Fundamental	12433	Use communication techniques effectively	5	8
Learning Progr	amme 3: C	ustomer Management		
Elective	10053	Manage customer requirements and needs and implement action plans	5	8
Elective	10054	Identify and manage areas of customer service impact	5	6
Elective	10067	Develop customer needs and relationships	5	16
Learning Progr	amme 4: P	eople Management		
Elective	10052	Monitor handling of customer by frontline customer service	5	8
Core	252029	Lead people development and talent management	5	8
Core	252034	Monitor and evaluate team members against performance standards	5	8
Core	252035	Select and coach first line managers	5	8
Learning Progr	amme 5: F	inancial Management		
Fundamental	252036	Apply mathematical analysis to economic and financial information	5	6
Fundamental	252040	Manage the finances of a unit	5	8
Learning Progr	amme 6: E	thics and Knowledge Management		
Fundamental	252042	Apply the principles of ethics to improve organisational culture	5	5
Core	252044	Apply the principles of knowledge management	5	6
Learning Progr	amme 7: C	hange Management		
Core	252021	Formulate recommendations for a change process	5	8
Core	252020	Create and manage an environment that promotes innovation	5	6
Fundamental	252026	Apply a systems approach to decision making	5	6
Learning Progr	amme 8: R	esults-based Management		
Core	252032	Develop, implement and evaluate an operational plan	5	8
Core	252025	Monitor, assess and manage risk	5	8
Fundamental	252022	Develop, implement and evaluate a project plan	5	8



Option 5: LP 60273: Customer Sales Management - Integrated programmes material set

	SAQA D	Qualification Title	NQF	Minimum Credits	Price
5	<u>59201</u>	National Certificate: Generic Management (SSETA) Electives: 10045, 10047, 10052, 10067	5	162	R 15 000

The *integrated* learning material sets are presented as learning programmes:

Learning Progra				Credits
Fundamental	amme 1: Le	eadership		
i diladillollidi	120300	Analyse leadership and related theories in a work context	5	8
Core	252037	Build teams to achieve goals and objectives	5	6
Learning Progra	amme 2: R	elationship Management		
Core	252027	Devise and apply strategies to establish and maintain workplace	5	6
Core	232021	relationships	5	U
Core	252043	Manage a diverse work force to add value	5	6
Fundamental	12433	Use communication techniques effectively	5	8
Learning Progra	amme 3: C	ustomer Sales Management		
Elective	10045	Identify product features, advantages and benefits to the customer	5	10
Elective	10047	Close a deal with a customer	5	5
Elective	10067	Develop customer needs and relationships	5	16
Learning Progra	amme 4: P	eople Management		
Elective	10052	Monitor handling of customer by frontline customer service	5	8
Core	252029	Lead people development and talent management	5	8
Core	252034	Monitor and evaluate team members against performance standards	5	8
Core	252035	Select and coach first line managers	5	8
Learning Progra	amme 5: Fi	nancial Management		
Fundamental	252036	Apply mathematical analysis to economic and financial information	5	6
Fundamental	252040	Manage the finances of a unit	5	8
Learning Progra	amme 6: E	thics and Knowledge Management		
Fundamental	252042	Apply the principles of ethics to improve organisational culture	5	5
Core	252044	Apply the principles of knowledge management	5	6
Learning Progra	amme 7: C	hange Management		
Core	252021	Formulate recommendations for a change process	5	8
Core	252020	Create and manage an environment that promotes innovation	5	6
Fundamental	252026	Apply a systems approach to decision making	5	6
Learning Programme 8: Results-based Management				
Core	252032	Develop, implement and evaluate an operational plan	5	8
Core	252025	Monitor, assess and manage risk	5	8
Fundamental	252022	Develop, implement and evaluate a project plan	5	8



Option 6: LP 63334: Wholesale and Retail Management - Single unit standards material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>59201</u>	National Certificate: Generic Management (WR SETA)	5	162	R 15 000

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



Option 7: LP 63334: Wholesale and Retail Management - Integrated material set for a learnership

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>59201</u>	National Certificate: Generic Management (WR SETA) Electives: 12140, 255499, 255514	5	162	R 15 000

The *integrated* learning material sets are presented as learning programmes:

Туре	ID	Unit Standard Title	NQF	Credits
Learning Progr	amme 1: Lo	eadership		
Fundamental	120300	Analyse leadership and related theories in a work context	5	8
Core	252037	Build teams to achieve goals and objectives	5	6
Learning Progr	amme 2: R	elationship Management		
Core	relationships		5	6
Core	252043	Manage a diverse work force to add value	5	6
Fundamental	12433	Use communication techniques effectively	5	8
Learning Progr	amme 3: S	hrinkage Management		
Elective	255499	Manage shrinkage and losses in a wholesale and retail unit	5	12
Learning Progr	amme 4: P	eople Management		
Elective	12140	Recruit and select candidates to fill defined positions	5	9
Core	252029	Lead people development and talent management	5	8
Core	252034	Monitor and evaluate team members against performance standards	5	8
Core	252035	Select and coach first line managers	5	8
Learning Progr	amme 5: F	inancial Management		
Fundamental	252036	Apply mathematical analysis to economic and financial information	5	6
Fundamental	252040	Manage the finances of a unit	5	8
Learning Progr	amme 6: E	thics and Knowledge Management		
Fundamental	252042	Apply the principles of ethics to improve organisational culture	5	5
Core	252044	Apply the principles of knowledge management	5	6
Learning Progr	amme 7: C	hange Management		
Core	252021	Formulate recommendations for a change process	5	8
Core	252020	Create and manage an environment that promotes innovation	5	6
Fundamental	252026	Apply a systems approach to decision making	5	6
Learning Progr	amme 8: R	esults-based Management		
Core	252032	Develop, implement and evaluate an operational plan	5	8
Core	252025	Monitor, assess and manage risk	5	8
Fundamental			5	8
Learning Programme 9: Discipline Management				
Elective	255514	Conduct a disciplinary hearing	5	15



Option 8: LP 80747: Salon Management - Single unit standards material set

SAC	Qualification Title	NQF	Minimum Credits	Price
<u>5920</u>	National Certificate: Generic Management (SSETA)	5	162	R 15 000

Type	ID	Unit Standard Title	NQF	Credits
Core	252020	Create and manage an environment that promotes innovation	5	6
Core	252021	Formulate recommendations for a change process	5	8
Core	252025	Monitor, assess and manage risk	5	8
Core	Core Devise and apply strategies to establish and maintain workplace relationships		5	6
Core	ore 252029 Lead people development and talent management		5	8
Core	252032	Develop, implement and evaluate an operational plan	5	8
Core	252034	Monitor and evaluate team members against performance standards	5	8
Core	252035	Select and coach first line managers	5	8
Core	252037	Build teams to achieve goals and objectives	5	6
Core	252043	Manage a diverse work force to add value	5	6
Core	252044	Apply the principles of knowledge management	5	6
Fundamental	12433	Use communication techniques effectively	5	8
Fundamental	120300	Analyse leadership and related theories in a work context	5	8
Fundamental	252022	Develop, implement and evaluate a project plan	5	8
Fundamental	252026	Apply a systems approach to decision making	5	6
Fundamental	252036	Apply mathematical analysis to economic and financial information	5	6
Fundamental	252040	Manage the finances of a unit	5	8
Fundamental	252042	Apply the principles of ethics to improve organisational culture	5	5
Compulsory Elective	255514	Conduct a disciplinary hearing	5	15
Select an addit	ional minim	num of 20 credits from the list below		
Elective	10045	Identify product features, advantages and benefits to the customer	5	10
Elective	10067	Develop customer needs and relationships	5	16
Elective	15214	Recognise areas in need of change make recommendations and implement change in the team, department or division	5	3
Elective	15234	Apply efficient time management to the work of a department/division/section	5	4
Elective	114226	Interpret and manage conflicts within the workplace	5	8
Elective	114600	Apply innovative thinking to the development of a small business	4	8
Elective	116928	Manage diversity in the workplace	5	14
Elective	252031	Apply the principles and concepts of emotional intelligence to the management of self and others	5	4



Option 9: LP 96100: General Management Banking - Single unit standards material set

SA	AQA)	Qualification Title	NQF	Minimum Credits	Price
<u>59</u>	9201	National Certificate: Generic Management (BANKSETA)	5	162	R 15 000

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



Option 10: LP 96100: General Management Banking - Integrated programmes material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>59201</u>	National Certificate: Generic Management (BANKSETA) Electives: 12140, 15224, 114226, 117853, 252024, 252031	5	162	R 15 000

The *integrated* learning material sets are presented as learning programmes:

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



Option 11: LP 96099: Customer Management Banking - Single unit standards material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>59201</u>	National Certificate: Generic Management (BANKSETA)	5	162	R 15 000

The *integrated* learning material sets are presented as learning programmes:

Туре	ID	Unit Standard Title	NQF	Credits
Core	252020	Create and manage an environment that promotes innovation	5	6
Core	252021	Formulate recommendations for a change process	5	8
Core	252025	Monitor, assess and manage risk	5	8
Core	252027	Devise and apply strategies to establish and maintain workplace relationships	5	6
Core	252029	Lead people development and talent management	5	8
Core	252032	Develop, implement and evaluate an operational plan	5	8
Core	252034	Monitor and evaluate team members against performance standards	5	8
Core	252035	Select and coach first line managers	5	8
Core	252037	Build teams to achieve goals and objectives	5	6
Core	252043	Manage a diverse work force to add value	5	6
Core	252044	Apply the principles of knowledge management	5	6
Fundamental	12433	Use communication techniques effectively	5	8
Fundamental	120300	Analyse leadership and related theories in a work context	5	8
Fundamental	252022	Develop, implement and evaluate a project plan	5	8
Fundamental	252026	Apply a systems approach to decision making	5	6
Fundamental	252036	Apply mathematical analysis to economic and financial information	5	6
Fundamental	252040	Manage the finances of a unit	5	8
Fundamental	252042	Apply the principles of ethics to improve organisational culture	5	5
Select an addit	ional minim	num of 35 credits from the list below		
Elective	10045	Identify product features, advantages and benefits to the customer	5	10
Elective	10047	Close a deal with a customer (in a Contact Centre)	5	5
Elective	10052	Monitor handling of customers by frontline customer service	5	6
Elective	10066	Establish customer needs and relationships	5	16
Elective	10067	Develop customer needs and relationships	5	16
Elective	15214	Recognise areas in need of change make recommendations and implement change in the team, department or division	5	3
Elective	15219	Develop and implement a strategy and action plans for a team, department or division	5	4



Option 12: LP 96099: Customer Management Banking - Integrated programmes material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>59201</u>	National Certificate: Generic Management (BANKSETA) Electives: 10045, 10047, 10052, 10067	5	162	R 15 000

The *integrated* learning material sets are presented as learning programmes:

Type	ID	Unit Standard Title	NQF	Credits
Learning Progr	amme 1: L	eadership		
Fundamental	120300	Analyse leadership and related theories in a work context	5	8
Core	252037	Build teams to achieve goals and objectives	5	6
Learning Progr	amme 2: R	elationship Management		
Core	252027	Devise and apply strategies to establish and maintain workplace relationships	5	6
Core	252043	Manage a diverse work force to add value	5	6
Fundamental	12433	Use communication techniques effectively	5	8
Learning Progr	amme 3: C	ustomer Sales Management		
Elective	10045	Identify product features, advantages and benefits to the customer	5	10
Elective	10047	Close a deal with a customer	5	5
Elective	10067	Develop customer needs and relationships	5	16
Learning Progr	amme 4: P	eople Management		
Elective	10052	Monitor handling of customer by frontline customer service	5	8
Core	252029	Lead people development and talent management	5	8
Core	252034	Monitor and evaluate team members against performance standards	5	8
Core	252035	Select and coach first line managers	5	8
Learning Progr	amme 5: F	inancial Management		
Fundamental	252036	Apply mathematical analysis to economic and financial information	5	6
Fundamental	252040	Manage the finances of a unit	5	8
Learning Progr	amme 6: E	thics and Knowledge Management		
Fundamental	252042	Apply the principles of ethics to improve organisational culture	5	5
Core	252044	Apply the principles of knowledge management	5	6
Learning Progr	amme 7: C	hange Management		
Core	252021	Formulate recommendations for a change process	5	8
Core	252020	Create and manage an environment that promotes innovation	5	6
Fundamental	252026	Apply a systems approach to decision making	5	6
Learning Progr	amme 8: R	esults-based Management		
Core	252032	Develop, implement and evaluate an operational plan	5	8
Core	252025	Monitor, assess and manage risk	5	8
Fundamental	252022	Develop, implement and evaluate a project plan	5	8

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

Qualification: 61596: ND: Food and Beverage Management

ONLY Additional and Separate Integrated Learning Programmes

ID	Unit Standard Title	NQF	Credits	
LP: Barista Basics			R5 000-00	
7732	Prepare and clear areas for counter service	2	1	
7743	Accept and store food deliveries	4	3	
7800	Maintain health, hygiene and a professional appearance	1	1	
	Basics 7732 7743	7732 Prepare and clear areas for counter service 7743 Accept and store food deliveries	BasicsR5 07732Prepare and clear areas for counter service27743Accept and store food deliveries4	



Qualification: 61589: NC: Banking

Option 1: LP 20186: Banking - Integrated programmes material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
61589	National Certificate: Banking (BANKSETA) Electives: 7340, 7396, 7880, 15236, 115821, 116365, 117781	5	120	R 15 000

The *integrated* learning material sets are presented as learning programmes:

-	_	•		
Туре	ID	Unit Standard Title	NQF	Credits
Learning Progr	amme 1: A	pply financial practices		
Elective	117781	Explain legislative and regulatory requirements and their impacts	5	16
Elective	115821	Apply business financial practices	5	4
Elective	15236	Apply financial analysis	5	4
Elective	116365	Evaluate the financial practices of a business	6	9
Learning Progr	amme 2: P	rovide financial solutions to clients		
Fundamental	7356	Provide sales related services within the banking sector	5	15
Elective	10045	Identify product features, advantages and benefits to the customer	5	10
Fundamental	7345	Determine the banking-related financial needs of a business	5	20
Elective	7396	Present a banking-related financial solution to a business client for consideration	5	8
Learning Progr	amme 3: M	lanage budgets and business continuity risks		
Elective	7880	Prepare, implement, manage and control budgets	6	10
Elective	7340	Manage Business Continuity Risks in a banking environment	5	30

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

Qualification: 62610: ND: Copywriting

ONLY Additional and Separate Integrated Learning Programmes

Type	ID	Unit Standard Title	NQF	Credits
LP: Write pe	LP: Write persuasive copy for marketing communications			
Core	117585	Prepare and clear areas for counter service	5	11
Core	230470	Accept and store food deliveries	5	9
Core	117602	Maintain health, hygiene and a professional appearance	5	10



Qualification: 63769: NC: Business Analysis Support Practice

Option 1: Single unit standards material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
63769	National Certificate: Business Analysis Support Practice (MICT) Electives: 15234; 120378; 252020	5	138	R 15 000

The individual unit standard learning material sets have been developed for the following:

Туре	ID	Unit Standard Title	NQF	Credits
Core	115358	Apply information gathering techniques for computer system development	5	7
Core	115395	Apply and explain the generic business process and value chain model	5	12
Core	115398	Observe and record the findings of a business requirements gathering session	5	8
Core	115402	Assist in researching the problem and the solution within a consulting context	5	6
Core	116779	Develop and implement specifications to achieve the desired product or service	5	10
Core	252026	Apply a systems approach to decision making	5	6
Core	258835	Model and design business processes and workflow	5	10
Core	258836	Analyse and apply different Information and Communication Technology (ICT) Systems Development Lifecycle (SDLC) models for a given scenario	5	8
Core	258837	Demonstrate an understanding of business applications and systems	5	10
Core	258839	Apply basic principles of requirements-related modelling	5	4
Fundamental	12433	Use communication techniques effectively	5	8
Fundamental	114050	Explain the principles of business and the role of information technology	5	4
Fundamental	114055	Demonstrate an awareness of ethics and professionalism for the computer industry in South Africa	5	3
Fundamental	115835	Operate in a professional manner utilising trouble shooting techniques while applying creative thinking processes	5	5
Fundamental	119173	Develop and maintain effective working relationship with clients	5	8
Fundamental	258840	Demonstrate an understanding of the external environment of business	5	5
Select an addit	tional minim	num of 24 credits from the list below		
Elective	15234	Apply efficient time management to the work of a department/division/section	5	4
Elective	120378	Support the project environment and activities to deliver project objectives	5	14
Elective	252020	Create and manage an environment that promotes innovation	5	6



Option 2: Integrated programmes material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
<u>63769</u>	National Certificate: Business Analysis Support Practice (MICT) Electives: 15234, 252020, 120378	5	138	R 15 000

The *integrated* learning material sets are presented as learning programmes:

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

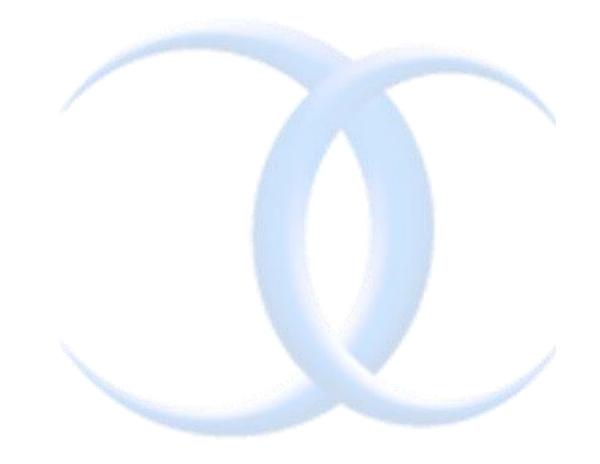
Note: The above learning programmes are available for sale as individual learning programmes



Qualification: 66189: NC: Quality Management Systems

ONLY Additional and Separate Integrated Learning Programmes

Туре	ID	Unit Standard Title	NQF	Credits
LP: Manage	LP: Manage documentation and records in a QMS			
Fundamental	263377	Demonstrate an understanding of quality requirements for a quality management system	5	12
Core	263394	Manage documentation and records within a quality management system	5	8





NQF6 Qualifications

Qualification: 48967: National Certificate: Business Advising Operations

Option 1: Integrated programmes material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
48967	National Certificate: Business Advising Operations (SSETA) Electives: 12885, 10597	6	138	R 15 000

The *integrated* learning material sets are presented as learning programmes:

Learning Programme 1: Analyse organisational needs and deliver services Core	Туре	ID	Unit Standard Title	NQF	Credits
Core 12138 Conduct an organisational needs analysis 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 12 Learning Programme 2: Evaluate financial information of a business 6 9 Core 116338 Apply basic business accounting practices 6 9 Core 116365 Evaluate the financial practices of a business 6 9 Learning Programme 3: Provide an effective business advising service 6 9 Core 7886 Develop and implement a business plan 5 8 Core 116356 Develop and implement a business plan 5 8 Core 116356 Develop and implement a business plan 5 8 Core 116349 Apply business performance management practices 6 10 Learning Programme 4: Apply business performance management practices 6 10 Elective 12885 Apply business performance management practices 6 10 Learning Programme 5: Implement operatio	Learning Progr	amme 1: A	nalyse organisational needs and deliver services		
Present a well-structured argument derived from qualitative and/or quantitative data to map new knowledge and generate a competitive advantage	Core	12138	Conduct an organisational needs analysis	6	10
Core116338Apply basic business accounting practices69Core116365Evaluate the financial practices of a business69Learning Programme 3: Provide an effective business advising service8Core7886Develop and implement a business plan58Core116356Align Manager's personal objectives and skills to those of the business610Learning Programme 4: Apply business performance management practices610Core116349Apply business performance management practices610Elective12885Apply concepts and principles relevant to the practical aspects of corporate governance and accountability610Learning Programme 5: Implement operational management principles and techniques68Elective10597Implement operational management principles and techniques68Elective10597Implement operational management principles and techniques68Learning Programme 6: Apply HR practices and legislative business compliance67Core7885Research and update the legal knowledge required for business compliance58Core116367Apply basic human resources practices68Learning Programme 7: Implement ethics and HIV/Aids policies in a business54Core14505Apply the principles of ethics and professionalism to a business environment54Learning Programme 8: Deal with marketing plans and strategies612 <td>Fundamental</td> <td>14515</td> <td>Present a well-structured argument derived from qualitative and/or quantitative data to map new knowledge and generate a competitive</td> <td>6</td> <td>12</td>	Fundamental	14515	Present a well-structured argument derived from qualitative and/or quantitative data to map new knowledge and generate a competitive	6	12
Core 116365 Evaluate the financial practices of a business 6 9 Learning Programme 3: Provide an effective business advising service Core 7886 Develop and implement a business plan 5 8 Core 116356 Align Manager's personal objectives and skills to those of the business 6 10 Learning Programme 4: Apply business performance management practices 6 10 Core 116349 Apply business performance management practices 6 10 Elective 12885 Apply concepts and principles relevant to the practical aspects of corporate governance and accountability 6 10 Learning Programme 5: Implement operational management principles and techniques 6 10 Elective 10597 Implement operational management principles and techniques 6 8 Core 116366 Assess and design stock policies and logistics services for small/medium enterprises 6 7 Learning Programme 6: Apply HR practices and legislative business compliance 5 8 Core 7885 Research and update the legal knowledge required for business compliance 5 8 Core 116367 Apply basic human resources p	Learning Progr	amme 2: E	valuate financial information of a business		
Learning Programme 3: Provide an effective business advising service Core 7886 Develop and implement a business plan 5 8 Core 116356 Align Manager's personal objectives and skills to those of the business plan 6 10 Learning Programme 4: Apply business performance management practices Core 116349 Apply business performance management practices Core 116349 Apply business performance management practices Elective 12885 Apply concepts and principles relevant to the practical aspects of corporate governance and accountability Learning Programme 5: Implement operational management principles and techniques Elective 10597 Implement operational management principles and techniques Elective 10597 Implement operational management principles and techniques Core 116366 Assess and design stock policies and logistics services for small/medium enterprises Learning Programme 6: Apply HR practices and legislative business compliance Core 7885 Research and update the legal knowledge required for business compliance Core 116367 Apply basic human resources practices Learning Programme 7: Implement ethics and HIV/Aids policies in a business Fundamental 9224 Implement policies regarding HIV/AIDS in the workplace 5 4 Core 14505 Apply the principles of ethics and professionalism to a business environment Learning Programme 8: Deal with marketing plans and strategies Core 7887 Develop and Manage Marketing Plans and Strategies	Core	116338	Apply basic business accounting practices	6	9
Core7886Develop and implement a business plan58Core116356Align Manager's personal objectives and skills to those of the business610Learning Programme 4: Apply business performance management practices	Core	116365		6	9
Core 116356 Align Manager's personal objectives and skills to those of the business Learning Programme 4: Apply business performance management practices Core 116349 Apply business performance management practices Elective 12885 Apply concepts and principles relevant to the practical aspects of corporate governance and accountability Learning Programme 5: Implement operational management principles and techniques Elective 10597 Implement operational management principles and techniques Elective 10597 Implement operational management principles and techniques Core 116366 Assess and design stock policies and logistics services for small/medium enterprises Earning Programme 6: Apply HR practices and legislative business compliance Core 7885 Research and update the legal knowledge required for business compliance Economiliance Core 116367 Apply basic human resources practices Earning Programme 7: Implement ethics and HIV/Aids policies in a business Fundamental 9224 Implement policies regarding HIV/AIDS in the workplace Ecore 14505 Apply the principles of ethics and professionalism to a business environment Elearning Programme 8: Deal with marketing plans and strategies Core 7887 Develop and Manage Marketing Plans and Strategies Earning Programme 8: Deal with marketing Plans and Strategies Ecore 7887 Develop and Manage Marketing Plans and Strategies Earning Programme 8: Develop and Manage Marketing Plans and Strategies Earning Programme 8: Develop and Manage Marketing Plans and Strategies Earning Programme 8: Develop and Manage Marketing Plans and Strategies Earning Programme 8: Develop and Manage Marketing Plans and Strategies Earning Programme 8: Develop and Manage Marketing Plans and Strategies Earning Programme 8: Develop and Manage Marketing Plans and Strategies Earning Programme 8: Develop and Manage Marketing Plans and Strategies Earning Programme 8: Develop and Manage Marketing Plans and Strategies Earning Programme 9: Develop and Manage Marketing Pla	Learning Progr	amme 3: P	rovide an effective business advising service		
Learning Programme 4: Apply business performance management practices Core 116349 Apply business performance management practices Elective 12885 Apply concepts and principles relevant to the practical aspects of corporate governance and accountability Learning Programme 5: Implement operational management principles and techniques Elective 10597 Implement operational management principles and techniques Elective 10597 Implement operational management principles and techniques Core 116366 Assess and design stock policies and logistics services for small/medium enterprises Learning Programme 6: Apply HR practices and legislative business compliance Core 7885 Research and update the legal knowledge required for business compliance Core 116367 Apply basic human resources practices Learning Programme 7: Implement ethics and HIV/Aids policies in a business Fundamental 9224 Implement policies regarding HIV/AIDS in the workplace 5 4 Core 14505 Apply the principles of ethics and professionalism to a business Elearning Programme 8: Deal with marketing plans and strategies Core 7887 Develop and Manage Marketing Plans and Strategies	Core	7886	Develop and implement a business plan	5	8
Core116349Apply business performance management practices610Elective12885Apply concepts and principles relevant to the practical aspects of corporate governance and accountability610Learning Programme 5: Implement operational management principles and techniques68Elective10597Implement operational management principles and techniques68Core116366Assess and design stock policies and logistics services for small/medium enterprises67Learning Programme 6: Apply HR practices and legislative business compliance58Core116367Apply basic human resources practices58Learning Programme 7: Implement ethics and HIV/Aids policies in a business68Fundamental9224Implement policies regarding HIV/AIDS in the workplace54Core14505Apply the principles of ethics and professionalism to a business environment66Learning Programme 8: Deal with marketing plans and strategies612	Core	116356		6	10
Elective 12885 Apply concepts and principles relevant to the practical aspects of corporate governance and accountability Learning Programme 5: Implement operational management principles and techniques Elective 10597 Implement operational management principles and techniques 6 8 Core 116366 Assess and design stock policies and logistics services for small/medium enterprises Learning Programme 6: Apply HR practices and legislative business compliance Core 7885 Research and update the legal knowledge required for business compliance Core 116367 Apply basic human resources practices Learning Programme 7: Implement ethics and HIV/Aids policies in a business Fundamental 9224 Implement policies regarding HIV/AIDS in the workplace 5 4 Core 14505 Apply the principles of ethics and professionalism to a business environment Learning Programme 8: Deal with marketing plans and strategies Core 7887 Develop and Manage Marketing Plans and Strategies 6 12	Learning Progr	amme 4: A	pply business performance management practices		
Learning Programme 5: Implement operational management principles and techniques Elective 10597 Implement operational management principles and techniques Core 116366 Assess and design stock policies and logistics services for small/medium enterprises Learning Programme 6: Apply HR practices and legislative business compliance Core 7885 Research and update the legal knowledge required for business compliance Core 116367 Apply basic human resources practices Learning Programme 7: Implement ethics and HIV/Aids policies in a business Fundamental 9224 Implement policies regarding HIV/AIDS in the workplace 5 Core 14505 Apply the principles of ethics and professionalism to a business environment Learning Programme 8: Deal with marketing plans and strategies Core 7887 Develop and Manage Marketing Plans and Strategies 6 12	Core	116349	Apply business performance management practices	6	10
Learning Programme 5: Implement operational management principles and techniquesElective10597Implement operational management principles and techniques68Core116366Assess and design stock policies and logistics services for small/medium enterprises67Learning Programme 6: Apply HR practices and legislative business compliance67Core7885Research and update the legal knowledge required for business compliance58Core116367Apply basic human resources practices68Learning Programme 7: Implement ethics and HIV/Aids policies in a business54Fundamental9224Implement policies regarding HIV/AIDS in the workplace54Core14505Apply the principles of ethics and professionalism to a business environment66Learning Programme 8: Deal with marketing plans and strategies66Core7887Develop and Manage Marketing Plans and Strategies612	Elective	12885		6	10
Elective10597Implement operational management principles and techniques68Core116366Assess and design stock policies and logistics services for small/medium enterprises67Learning Programme 6: Apply HR practices and legislative business compliance8Core7885Research and update the legal knowledge required for business compliance58Core116367Apply basic human resources practices68Learning Programme 7: Implement ethics and HIV/Aids policies in a business54Fundamental9224Implement policies regarding HIV/AIDS in the workplace54Core14505Apply the principles of ethics and professionalism to a business environment66Learning Programme 8: Deal with marketing plans and strategies66Core7887Develop and Manage Marketing Plans and Strategies612	Learning Progr	amme 5: In			
Core 116366 Assess and design stock policies and logistics services for small/medium enterprises 6 7 Learning Programme 6: Apply HR practices and legislative business compliance 7885 Research and update the legal knowledge required for business compliance 5 8 Core 116367 Apply basic human resources practices 6 8 Learning Programme 7: Implement ethics and HIV/Aids policies in a business 7 Fundamental 9224 Implement policies regarding HIV/AIDS in the workplace 5 4 Core 14505 Apply the principles of ethics and professionalism to a business environment 8: Deal with marketing plans and strategies 6 12				6	8
Learning Programme 6: Apply HR practices and legislative business complianceCore7885Research and update the legal knowledge required for business compliance58Core116367Apply basic human resources practices68Learning Programme 7: Implement ethics and HIV/Aids policies in a business54Fundamental9224Implement policies regarding HIV/AIDS in the workplace54Core14505Apply the principles of ethics and professionalism to a business environment66Learning Programme 8: Deal with marketing plans and strategies612	Core	116366	Assess and design stock policies and logistics services for	6	7
Core 7885 Research and update the legal knowledge required for business compliance 5 8 Core 116367 Apply basic human resources practices 6 8 Learning Programme 7: Implement ethics and HIV/Aids policies in a business 5 4 Fundamental 9224 Implement policies regarding HIV/AIDS in the workplace 5 4 Core 14505 Apply the principles of ethics and professionalism to a business environment 6 6 Learning Programme 8: Deal with marketing plans and strategies 6 12	Learning Progr	amme 6: A			
Learning Programme 7: Implement ethics and HIV/Aids policies in a business Fundamental 9224 Implement policies regarding HIV/AIDS in the workplace 5 4 Core 14505 Apply the principles of ethics and professionalism to a business environment 6 6 Learning Programme 8: Deal with marketing plans and strategies Core 7887 Develop and Manage Marketing Plans and Strategies 6 12			Research and update the legal knowledge required for business	5	8
Learning Programme 7: Implement ethics and HIV/Aids policies in a business Fundamental 9224 Implement policies regarding HIV/AIDS in the workplace 5 4 Core 14505 Apply the principles of ethics and professionalism to a business environment 6 6 Learning Programme 8: Deal with marketing plans and strategies Core 7887 Develop and Manage Marketing Plans and Strategies 6 12	Core	116367	Apply basic human resources practices	6	8
Fundamental 9224 Implement policies regarding HIV/AIDS in the workplace 5 4 Core 14505 Apply the principles of ethics and professionalism to a business environment 6 6 Learning Programme 8: Deal with marketing plans and strategies Core 7887 Develop and Manage Marketing Plans and Strategies 6 12	Learning Progr				
Learning Programme 8: Deal with marketing plans and strategies Core 7887 Develop and Manage Marketing Plans and Strategies 6 12				5	4
Core 7887 Develop and Manage Marketing Plans and Strategies 6 12	Core	14505	1.7	6	6
Core 7887 Develop and Manage Marketing Plans and Strategies 6 12	Learning Progr	amme 8: D	eal with marketing plans and strategies		
				6	12
	Core	116368		6	8

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



Section 3: SETA Specified Skills Programmes

Developed SETA Specified Skills Programmes material

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

CATHSETA

The SETA specific Skills Programmes learning material set consists of the following documents as an integrated learning material set:

- Learner Guide
- Learner Workbook and Portfolio of Evidence Guide (formative and summative assessment)
- Facilitator Guide with memorandum
- Facilitator Report
- Assessor Assessment Guide with memorandum
- Assessor Assessment Feedback Document
- Assessor Moderator Review Document
- Moderation Plan, Guide and Report Document
- Programme Curriculum, Strategy and Alignment document

Optional extra: PowerPoint slides can be created at an additional cost of R750 per unit standard

		ISP/BarAtt/2/0027	NOT	0
Туре	ID	Unit Standard Title	NQF	Credits
			R9 :	500-00
Compulsory	7793	Describe layout, services and facilities of the organisation	2	1
Compulsory	7800	Maintain health, hygiene and a professional appearance	2	1
Elective	7821	Develop Self within The Job Role	4	3
Compulsory	7794	Communicate verbally	3	8
Compulsory	11235	Maintain effective working relationships with other members of staff	3	1
Compulsory	7789	Provide customer service	4	8
Compulsory	7790	Process incoming and outgoing telephone calls	3	3
Compulsory	7820	Operate a payment point and process payments	3	3
Compulsory	7812	Perform basic calculations	2	3
Compulsory	7796	Maintain a secure working environment	3	1
Compulsory	7799	Maintain a safe working environment	2	2
Elective	7740	Prepare and clear areas for drinks service	2	1
Compulsory	7760	Provide a drink service for licensed premises	3	2
Elective	7753	Prepare and serve cocktails	4	2
Elective	7756	Maintain kegs and gas cylinders for use	3	1
Elective	7758	Maintain cellars/beverage store room	3	2
	•		al credits	42



WR SETA

The WR SETA specific Skills Programmes learning material set consists of the following documents as an integrated learning material set:

- Learner Guide
- Learner Workbook and Portfolio of Evidence Guide (formative and summative assessment)
- Facilitator Guide with memorandum
- Facilitator Report
- Assessor Assessment Guide with memorandum
- Assessor Assessment Feedback Document
- Assessor Moderator Review Document
- Moderation Plan, Guide and Report Document
- Programme Curriculum, Strategy and Alignment document
- PowerPoint slides are included in the material set WR SETA requirement

SP: Small Business Manager/Owner (Operations) - 27/SP-134903/Sma3/00263							
	R6 500.00						
Туре	ID	Unit Standard Title	NQF	Credits			
Compulsory	243809	Run a small business	3	12			
Compulsory	243810	Control cash in a small business	3	12			
Compulsory	243804	Replenish stock in a retail business	3	12			
Compulsory	243805	Merchandise products in a retail business	3	12			

SP: Small Business Manager/Owner (Finance) - 27/SP-134903/Sma3/00301					
	R6 500.00				
Туре	ID	Unit Standard Title	NQF	Credits	
Compulsory	119666	Determine financial requirements of a new venture	2	8	
Compulsory	119674	Manage finances for a new venture	2	10	
Compulsory	13932	Prepare and process documents for financial and banking processes	3	5	
Compulsory	243810	Control cash in a small business	3	12	

SP: Retail Manager (Chain Store) (Management) - 27/SP-142103/Ret4/00269					
	R5 000.00				
Туре	ID	Unit Standard Title	NQF	Credits	
Compulsory	13917	Indicate the role of a team leader ensuring that a team meets an organisation's standards	3	6	
Compulsory	13947	Motivate a team	4	6	
Compulsory	14667	Describe and apply the management functions of an organisation	4	10	

SP: Retail Manager (Chain Store) (Monitoring & Evaluating Teams) - 27/SP-142103/Ret5/00288						
	R5 000.00					
Type	ID	Unit Standard Title	NQF	Credits		
Compulsory	252037	Build teams to achieve goals and objectives	5	6		
Compulsory	252034	Monitor and evaluate team members against performance standards	5	8		
Compulsory	12433	Use communication techniques effectively	5	8		



SP: Visual Merchandising - 27/SP-343203/Vis3/00254						
	R5 000.00					
Type	ID	Unit Standard Title	NQF	Credits		
Compulsory	258221	Explain the role of visual merchandising in the organisation	3	4		
Compulsory	258215	Present a visual display in a wholesale or retail outlet	3	8		
Compulsory	258217	Evaluate a visually merchandised display	3	12		

SP: Dispatch & Receiving Clerk (Computerised Department) - 27/SP-432102/Dis3/00248						
	R5 000.00					
Туре	ID	Unit Standard Title	NQF	Credits		
Compulsory	114902	Operate a computer in a Wholesale/Retail outlet	2	6		
Compulsory	117891	Despatch stock from a distribution centre	3	15		
Compulsory	117901	Receive stock into a distribution centre	3	12		

SP: Dispatch & Receiving Clerk (Receiving Clerk) (Retail Store) - 27/SP-432102/Dis3/00272					
	R2 000.00				
Туре	ID	Unit Standard Title	NQF	Credits	
Compulsory	114896	Receive stock	3	12	

SP: Dispatch & Receiving Clerk (Dispatch Clerk) (Retail Store) - 27/SP-432102/Dis3/00273					
				R2 000.00	
TYPE	ID	UNIT STANDARD TITLE	NQF	CREDITS	
Compulsory	114892	Dispatch stock	3	10	

SP: Retail Supervisor (Departmental Sales) - 27/SP-522201/Ret4/00277						
	R5 000.00					
Туре	ID	Unit Standard Title	NQF	Credits		
Compulsory	118028	Supervise customer service standards	4	8		
Compulsory	118037	Supervise sales performance	4	8		
Compulsory	118045	Supervise implementation of loss control measures	4	8		

SP: Sales Assistant (General) (Retail Sales Advisor) - 27/SP-522301/Sal3/00249						
	R3 500.00					
Туре	ID	Unit Standard Title	NQF	Credits		
Compulsory	258162	Sell products to customers in a wholesale and retail outlet	3	12		
Compulsory	258160	Demonstrate knowledge of products in own area of operation in a Wholesale and Retail environment	3	8		

SP: Sales Assistant (General) (Retail Sales Advisor) (Credit Sales) - 27/SP-522301/Sal3/00251						
	R5 000.00					
Туре	ID	Unit Standard Title	NQF	Credits		
Compulsory	258162	Sell products to customers in a W&R environment	3	12		
Compulsory	258160	Demonstrate knowledge of products in own area of operation in a wholesale and retail environment.	3	8		
Compulsory	258159	Offer a credit facility	2	8		



SP: Checkout Operator - 27/SP-523101/Che2/00239						
	R5 000.00					
Туре	ID	Unit Standard Title	NQF	Credits		
Compulsory	114903	Interact with customers	2	8		
Compulsory	114889	Record transactions	2	8		
Compulsory	114894	Process payment at a Point of Sales	2	10		

SP: Shelf Filler (General) - 27/SP-833401/She2/00237						
	R5 000.00					
Туре	ID	Unit Standard Title	NQF	Credits		
Compulsory	114895	Define the core concepts of the wholesale and retail environment	2	10		
Compulsory	114912	Maintain a safe and secure wholesale and retail environment	2	10		
Compulsory	117887	Complete basic business calculations	2	5		

SP: Shelf Filler (General Merchandiser) (Stock Counter) - 27/SP-833401/She2/00238						
			F	R5 000.00		
Туре	ID	Unit Standard Title	NQF	Credits		
Compulsory	114903	Interact with customers	2	8		
Compulsory	114906	Mark merchandise and maintain displays	2	10		
Compulsory	114891	Count stock for a stocktake	2	5		

SP: Shelf Fi	SP: Shelf Filler (Safety) - 27/SP-833401/She2/00257						
			F	R3 500.00			
Туре	ID	Unit Standard Title	NQF	Credits			
Compulsory	114895	Define the core concepts of the wholesale and retail environment	2	10			
Compulsory	114912	Maintain a safe and secure wholesale and retail environment	2	10			

SP: Store Person (Picker/Puller) - 27/SP-833402/Sto2/00243						
			R	23 500.00		
Type	ID	Unit Standard Title	NQF	Credits		
Compulsory	117899	Pick stock in a Distribution Centre	2	12		
Compulsory	117898	Move, pack and maintain stock	2	12		



Section 4: SETA RPL Tool Sets

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
- · Programme Curriculum, Strategy and Alignment document

Developed RPL Tool Sets material

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

Qualification ID and Title	NQF Level	Minimum Credits	Price
Q49397: NC: W&R Operations Supervision	4	120	R 15 000
Q50080: FETC: Project Management	4	136	R 15 000
Q57712: FETC: Generic Management: LP 74630: General Management	4	150	R 15 000
Q57712: FETC: Generic Management: LP 83987: Inventory Control	4	150	R 15 000
Q57712: FETC: Generic Management: LP 83989: Manufacturing Control	4	150	R 15 000
Q58206: NC: W&R Operations: Chain Store Operations	2	120	R 15 000
Q59201: NC: Generic Management: LP60269: General Management	5	162	R 15 000
Q59201: NC: Generic Management: LP60270: Generic Manufacturing	5	162	R 15 000
Q61595: FETC: Business Administration Services: LP35928	4	140	R 15 000
Q63409: NC: W&R Operations: Retail Sales	3	120	R 15 000
Q67465: NC: Business Administration Services: LP23655	3	120	R 15 000
WRSETA SP: Retail Sales Advisor 27SP-522301Sal30 0249	3	20	R 5 000

Additional and optional RPL Candidate Resource Guide

An RPL Candidate Resource Guide can be developed for each RPL tool set. This guide provides the candidate with the basic concepts of the qualification.

Some of these RPL Candidate Resource Guides have been created already and others would need to be developed.

Please contact Gemtrain™ for a quote



Section 5: SETA Learnership Packs

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

Developed Learnership Packs material

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

SAQA ID and Qualification Title	NQF Level	Minimum Credits	Price
Q49075: NC: Organisational Transformation and Change Management Integrated	5	127	R 4 500
Q49648: NC: New Venture Creation Option2 Integrated	2	138	R 4 500
Q49648: NC: New Venture Creation Option3 Integrated	2	138	R 4 500
Q50080: FETC: Project Management Option2 Integrated	4	136	R 4 500
Q57712: FETC: LP 74630: General Management Integrated for Option 2	4	150	R 4 500
Q57712: FETC: LP 63333: W&R Management Integrated	4	150	R 4 500
Q57937: GETC: Hygiene and Cleaning Integrated	1	120	R 4 500
Q58206: NC: W&R Operations: Chain Store Operations Option4 Integrated	2	145	R 4 500
Q58206: NC: W&R Operations: SME Operations Singles	2	120	R 4 500
Q58308: NC: W&R Informal Small Business Practice Singles	2	120	R 4 500
Q59201 NC: Generic Management: LP 60269: General Management Integrated	5	162	R 4 500
Q59201 NC: Generic Management: LP 60273: Customer Management Integrated	5	162	R 4 500



SAQA ID and Qualification Title	NQF Level	Minimum Credits	Price
Q61591: NC: IT: End User Computing Integrated	1	121	R 4 500
Q61591: NC: IT: End User Computing Singles	1	121	R 4 500
Q61595: FETC: Business Administration Services: LP 35928 Integrated	4	139	R 4 500
Q61755: GETC: Business Practice Integrated	1	121	R 4 500
Q66249: FETC: New Venture Creation Integrated	4	139	R 4 500
Q67464: FETC: Marketing: Marketing Communication Integrated	4	139	R 4 500
Q67464: FETC: Marketing: Customer Management Integrated	4	139	R 4 500
Q67464: FETC: Marketing: Customer Management Singles	4	139	R 4 500
Q67465: NC: Business Administration Services Integrated	3	120	R 4 500
Q71490: NC: Contact Centre Support: LP 73269 Integrated	2	128	R 4 500
Q83946: NC: Management Integrated	3	120	R 4 500
Q93996: FETC: Contact Centre Operations: LP 71489 Integrated	4	132	R 4 500
Q93997: NC: Contact Centre and Business Process Outsourcing Support: LP 80566 Integrated	3	124	R 4 500

Note: Should the electives that you have selected be different to the electives in the integrated Learnership Packs, then an additional R2000.00 will be charged to customise the existing Learnership Pack specific to your electives selected in the qualification.



Section 6: QCTO Qualifications and Part Qualifications

We create material to assist training providers to gain accreditation for QCTO qualifications. We have supplied material to various training providers that have successfully gained their accreditation, using our material.

QCTO qualification materials are created in learning material sets, based on the QCTO requirements found in the QCTO documents:

- QCTO Qualification Document
- QCTO Curriculum Document
- QCTO Assessment Specifications Document

Each learning material set for a QCTO qualification consists of the following:

- Programme Curriculum, Strategy and Alignment document
- Learner Guide
- · Facilitator Guide with Memorandum and additional tools for facilitation and assessment
- Learner Formative Assessment Workbook
- Assessor Formative Assessment Guide
- Formative Assessment Feedback document
- Formative Assessment Moderation Plan, Guide and Report
- Learner Work Experience Portfolio
- Optional extra: PowerPoint slides can be created at an additional cost (quoted per qualification)

Important note

Please note that we cannot sell "accredited training material" as the accreditation processes of the QCTO 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 QCTO, as the training provider goes through the accreditation process and receives feedback from the QCTO verifier.



Developed QCTO Qualifications material

The following QCTO qualification learning material sets are available for:

NQF3 Qualifications

Qualification: 99669: Occupational Certificate: Retail Sales Advisor

Option 1: Integrated unit standards material set

SAQA ID	Qualification Title			NQF	Minimum Credits	Price	
99669	Sales Assistar	Occupational Certificate: Sales Assistant (General) (Retail Sales Advisor)			54	R 16 200	
Curriculum		522301001	Retail Sales Advisor				
Associated Occ	cupation	522301	Sales Assistant (General)				
Occupation or	Specialisation	522301001	O1 Retail Sales Advisor				
Assessment Q	uality Partner	Wholesale and Retail SETA					
Part Qualification	on 1	for the learner to	n is included in the ma do either the full quali e assistant, NQF Lev	fication	or the part of		

Curriculum Structure

This **integrated learning material set** is made up of the following compulsory Knowledge Subjects, Practical Skill and Work Experience modules:

Number	Title	NQF	Credits
Knowledge Subjects			
522301001-KM-01	Principles of attending to different types of customers and resolving customer queries impacting on sales	2	4
522301001-KM-02	Principles of service excellence and building customer relationships in retail and wholesale sales	3	3
522301001-KM-03	Concepts and principles of selling in a full-service retail and wholesale environment	3	4
Practical Skill Modules			
Interact with different types of customers and present a positive image			2
522301001-PM-02	Handle customer queries and complaints	2	2
522301001-PM-03	Provide customer service and build customer relationships	3	2
522301001-PM-04	Sell products to customers using the sales cycle	3	3
522301001-PM-05	Use advanced selling techniques	3	2
Work Experience Modu	ules		
522301001-WM-01	Processes and procedures for attending to different types of customers, handling customer queries and communicating with customers	2	10
522301001-WM-02	Processes and procedures for providing customer service	3	8
522301001-WM-03	Processes and procedures for selling products to customers using the sales cycle and advanced selling techniques in a full-service wholesale or retail sales environment	3	14

←Formative Assessment	→	←Summative Assessment→		
Knowledge Modules	Practical Skills Modules	Workplace Experience Modules	Integrated Summative Assessment	
12 days of Class Time		40 days	3 hours	
Contact Learning Theory input Formative assessment in Learner Workbook activities and simulations	Contact Learning Theory input Formative assessment in Learner Workbook activities and simulations	Learning and application at the workplace Summative assessment in Portfolio of Evidence	Written Assessment	
88 hours	88 hours	320 hours	3 hours	



Section 7: Learning Material Development

7.1 Development of SETA 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 of R750 per unit standard

The development of individual unit standard learning material set is priced individually according to the number of credits in the Unit Standard: and the subject knowledge available within the development team. Generally the cost for development would be set at

- R1 500 per credit *
- * Minimum development fee of R7500.00 per unit standard
- * Costing may differ on actual subject matter expertise required, should this need to be outsourced

7.2 Development of SETA Qualification learning material sets

GemTrain™ 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 or integrated learning programme
- Overall Qualification Strategy and Alignment and Final Judgement documents
- Final Integrated Summative Assessment (FISA) for the qualification
- Optional extra: PowerPoint slides can be created at an additional cost of R7500 for the qualification
- * The development of qualifications is priced according to the number of credits in the Qualification:
 - NQF 1, 2, 3, 4, or 5 are developed at R1200.00 per credit
 - * Costing may differ on actual subject matter expertise required

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.

Integrating unit standards into learning programmes within the same qualification

Integrated learning programmes per qualification are developed based on the number of unit standards to be integrated into a learning programme

R900.00 per unit standard



7.3 Development of SETA Specified Skills Programmes

The SETA specific Skills Programmes have been developed as set by the related SETA. The specific SETA specifies the combination of the unit standards to be presented as a Skills Programme

The materials are created in learning material sets with the specified unit standards integrated into a Skills Programme. 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

2 options available:

- If the training provider has already purchased the single unit standards learning material sets for the specified unit standards from GemTrain™, then the development cost of the Skills Programme is R900 per unit standard.
- If the training provider has **NOT** purchased the single unit standards learning material sets for the specified unit standards from GemTrain[™], then the development cost of the Skills Programme is calculated on the number of credits and NQF level, similar to the development of individual unit standard learning material sets plus an integration fee.

7.4 Development of SETA 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 developed 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
- for a SETA skills programme is based on the Specific Outcomes and Assessment Criteria of the unit standards
- · costing is based on the NQF level and number of credits

GemTrain™ will gladly provide you with a quote for developing RPL toolsets

7.5 Development of SETA Learnership Packs

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

The development of a Learnership Pack is priced at R4 500.00



7.6 Development of QCTO Qualification learning material sets

GemTrain™ will gladly endeavour to assist you with the development of material that you require for occupational qualifications for the QCTO.

Development Pricing is based on the following standard costings:

Credits	0-100	101-150	151-200	201-300	301-400	401-500
Cost	R45 000,00	R55 000,00	R65 000,00	R75 000,00	R85 000,00	R90 000,00

Add the cost of the Subject Matter Expert that will assist in creating the correct and current content. This is a requirement for the development of learning material for QCTO qualifications

The learning material set for a QCTO qualification consists of the following:

- Programme Curriculum, Strategy and Alignment document
- Learner Guide
- Facilitator Guide with Memorandum and additional tools for facilitation and assessment
- Learner Formative Assessment Workbook
- Assessor Formative Assessment Guide
- Formative Assessment Feedback document
- Formative Assessment Moderation Plan, Guide and Report
- Learner Work Experience Portfolio
- Optional extra: PowerPoint slides can be created at an additional cost (quoted per qualification)

Please contact **GemTrain**™ directly for a quotation.



About GemTrain

GemTrain[™] was originated by Zelda Rose in 1997 as Gemini Training and Development, then operated in a partnership as Gemini Training Material and is now once again on its own as a learning material provider and a skills development provider.

Zelda, as **GemTrain**[™] has now once again ventured out on their own and will still endeavour to be *THE* training material provider of choice, because:

- 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

Our 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 material that is relevant to and required by individual learners
- Integrity To operate in an ethical and sensitive way in all dealings with clients, client representatives, associates and learners

GemTrain™ is also an accredited **Skills Development Provider**, which gives us the unique advantage of being able also use the learning material and make improvements / alterations to make the use of the learning material easier and to ensure compliance requirement are met, for the learning material clients.

Contact details

Zelda Rose

GemTrain 083-302-1118 Websites:

www.gemtrain.co.za www.gemtrain.co.za Fax: 086 582 2584

Email:

zelda@gemtrain.org.za zelda@gemtrain.co.za zelda.rose444@gmail.com

Tammy Meyer

GemTrain 072-263-4104 Websites: www.gemtrain.org.za

www.gemtrain.co.za Fax: 086 582 2584

Email:

tammy@gemtrain.org.za



Terms and Conditions of Sale

- 1. **GemTrain**™ is a registered Trademark in the personal capacity of Zelda Rose.
- 2. The client purchases the **right to the use of the material** for training purposes within the organisation and for training its clients, such as a Skills Development Provider (training provider) would do. (Please note that GemTrain Pty Ltd always retains the full Intellectual Property (IP) rights on the material and templates).
- 3. The client purchases the **right to print, brand and add information as required**. (Please note that this is not an exclusive right. **GemTrain**™ reserves the right to sell the same and/or similar material to other training providers).
- 4. Materials **may not be reproduced** in part or complete for any other purpose than training within the context of the above, without the written permission of **GemTrain**[™]. The Copyright and Intellectual Property remains with **GemTrain**[™].
- 5. The client may not claim intellectual or exclusive ownership of the GemTrain™ learning materials, modified or unmodified. All learning material provided to clients are the property of GemTrain™ and are provided "as is" without warranty of any kind, either expressed or implied. In no event will GemTrain™ 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.
- 6. The client may not resell, share, donate, etc. the material in any format whatsoever. Please contact GemTrain™ to discuss a finder's fee / commission, should you refer a client, prior to contact between GemTrain™ and the new respective client. The client may not sub-license, assign or transfer this agreement to anyone else without prior written consent from GemTrain™. The training materials may not be re-sold, shared and/or distributed, as GemTrain™ owns sole distribution rights for the training materials.
- 7. The **onus is on the Client to safeguard the learning material** at all times. This would include the client having the relevant processes in place to safeguard the learning material during all accreditation and training processes, where other people might have access to the learning material, as part of performing their assigned duties / tasks.
- 8. **GemTrain™ warrants** the training materials and supporting documentation to be free of defects in workmanship for 90 days from the date of purchase. **GemTrain™** will replace any defective material during the warranty period. We value your feedback and input in creating a better product.
- 9. **GemTrain™** will be available telephonically to **support you during the SETA/QCTO site visit** and undertakes to do any specific material verification report corrections as may be required by the ETQA verifier/evaluator.
- 10. **GemTrain**™ endeavours to create the documents within the specific SETA requirements and it is suggested that client does **not add or alter content**. **GemTrain**™ will not be held liable for any non-accreditation of the above qualifications due to changes made by the client.
- 11. Please note that the purchased learning material will only be shared electronically with the client **once full payment and the signed SLA have been received**. According to the requirements of SAQA and the SETA's the client (training provider) needs to have a **signed SLA with GemTrain**™ for accreditation purposes.
- 12. 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) **GemTrain™** does not offer refunds.
- 13. **GemTrain**™ reserves all rights to provide learning material and/or training to clients of our choice.
- 14. For the **development of new material, a 50% deposit is required** to secure a development slot in our development timetable. Once the balance (50%) of payment has been received, the material will be emailed to the client.
- 15. 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 **GemTrain**™ for each sale of material or development of new material.
- 16. Please note that we are **constantly developing new material**. Should a client request specific material that is not listed, please contact us directly, as we may have something similar or have developed the material before the next updated price list is published.
- 17. Should the client refer another client to **GemTrain**[™] and a successful sale results, a **referral commission** will be paid to the referring client.