

Learning Material Price List



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

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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 [1 st language]	2	5	R 1 500.00
8963	Access and use information from texts [1 st language]	2	5	R 1 500.00
8964	Write for a defined context [1 st language]	2	5	R 1 500.00
8965	Respond to literary texts [1 st language]	2	5	R 1 500.00
8967	Use language and communication in occupational learning programmes [1 st 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 [1 st 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 [1 st 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 [1 st language]	3	5	R 1 500.00
8972	Interpret a variety of literary texts [2 nd 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 [1 st 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
10045	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
10048	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
10053	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
10328	Implement and co-ordinate Contact Centre activities in a commercial 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 environment	4	5	R 1 500.00
12155	Apply comprehension skills to engage written texts in a business environment	4	4	R 1 500.00
12417	Measure, estimate & calculate physical quantities & explore, critique & prove geometrical relationships in 2 and 3 dimensional space in the life and workplace of adult with increasing responsibilities	4	4	R 1 500.00
12433	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	1	4	R 1 500.00
12544	Facilitate the preparation and presentation of evidence for 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	Work as a member of a Contact Centre Team	4	5	R 1 500.00
13883	Apply out-bound Contact Centre Operations within a commercial environment	3	8	R 1 500.00
13884	Apply in-bound and out-bound Contact Centre operations within an emergency context	3	16	R 1 500.00
13911	Induct a new member into a team	3	3	R 1 500.00
13912	Apply knowledge of self and team in order to develop a plan to 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	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	1	6	R 1 500.00
110083	Process, analyse and communicate numerical data	1	4	R 1 500.00
110295	Arrange a Public Relations / Communication event	4	5	R 1 500.00
110464	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 players in local economic development	4	4	R 1 500.00
113836	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 – <i>General Management focused</i>	4	6	R 1 500.00
114209	Apply Return on Investment (ROI) theory and practice to a business unit - <i>Marketing focused</i>	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
114900	Sell products to customers in a Wholesale and Retail outlet	3	12	R 1 500.00
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	Maintain a safe and secure wholesale and retail environment	2	10	R 1 500.00
114916	Use labour intensive construction methods to construct and maintain roads and stormwater drainage	2	8	R 1 500.00
114924	Demonstrate understanding of the outcomes-based education and training approach within the context of a National Qualifications Framework	5	5	R 1 500.00
114941	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 ID	Unit Standard Title	NQF	Credits	Price
115079	Perform everyday communicative tasks using South African Sign 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

SAQA ID	Unit Standard Title	NQF	Credits	Price
116932	Operate a personal computer system [MS Windows 10]	1	3	R 1 500.00
116933	Use a Graphical User Interface (GUI)-based presentation application to create and edit slide presentations [MS PowerPoint 2013]	1	3	R 1 500.00
116935	Enhance, edit and organise electronic messages using a Graphical User Interface (GUI)-based messaging application [MS Outlook 2013]	2	2	R 1 500.00
116936	Use a Graphical User Interface (GUI)-based database application to work with simple databases [MS Access 2013]	3	3	R 1 500.00
116937	Use a Graphical User Interface (GUI)-based spreadsheet application to create and edit spreadsheets [MS Excel 2013]	2	4	R 1 500.00
116938	Use a Graphical User Interface (GUI)-based word processor to create and edit documents [MS Word 2013]	1	4	R 1 500.00
116940	Use a Graphical User Interface (GUI)-based spreadsheet application to solve a given problem [MS Excel 2013]	3	6	R 1 500.00
116942	Use a GUI-based word processor to create merged documents [MS Word 2013]	3	3	R 1 500.00
116943	Using a Graphical User Interface (GUI)-based spreadsheet application, enhance the functionality and apply graph /charts to a spreadsheet [MS Excel 2013]	4	3	R 1 500.00
116945	Use electronic mail to send and receive messages [MS Outlook 2013]	2	2	R 1 500.00
116949	Establish how a value system underpins organisational transformation	5	12	R 1 500.00
117029	Provide care to a frail person	1	12	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)	4	3	R 1 500.00
117155	Explain the scope of the Compensation for Occupational Injuries and Diseases Act 130 of 1993 (COIDA)	4	2	R 1 500.00
117156	Interpret basic financial statements	4	4	R 1 500.00
117513	Use knowledge of self to make a life decision in the creative world	4	5	R 1 500.00
117558	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	5	12	R 1 500.00
117581	Demonstrate an understanding of an advertising agency/design company	5	8	R 1 500.00
117586	Demonstrate an understanding of an advertising agency/design company	6	10	R 1 500.00
117589	Develop campaign, media and creative strategies	6	9	R 1 500.00
117592	Develop and evaluate creative solutions for a variety of advertising mediums	5	15	R 1 500.00
117593	Demonstrate an understanding of the creative principles of copywriting in marketing communications	5	10	R 1 500.00
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	5	5	R 1 500.00
117730	Describe the alignment of the business system to the business strategy and objectives	4	4	R 1 500.00
117731	Demonstrate an understanding of cultural awareness in the workplace	3	4	R 1 500.00
117834	Conduct exhibition telemarketing	4	2	R 1 500.00
117853	Conduct negotiations to deal with conflict situations	5	8	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]	1	3	R 1 500.00
117870	Conduct targeted training and development using given methodologies	4	10	R 1 500.00
117871	Facilitate learning using a variety of given methodologies	5	10	R 1 500.00

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
117897	Maintain stock balances in a Distribution Centre [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
119274	Select learning support materials and assistive technology for inclusive settings	4	12	R 1 500.00
119342	Apply knowledge of ethical principles, standards and professional conduct in public sector management and administration	5	8	R 1 500.00
119362	Work with numbers; operations with numbers and relationships between numbers	1	4	R 1 500.00
119368	Describe, interpret and represent mathematical patterns, functions and algebra in different contexts	1	6	R 1 500.00
119373	Describe and represent objects in terms of shape, space and measurement	1	5	R 1 500.00
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 [1 st 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 [1 st language]	3	5	R 1 500.00
119459	Write/present/sign for a wide range of contexts	4	5	R 1 500.00
119460	Use language and communication in occupational learning programmes	2	5	R 1 500.00
119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	4	5	R 1 500.00
119463	Access and use information from texts	2	5	R 1 500.00
119465	Write/present/sign texts for a range of communicative contexts [1 st 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 [2 nd 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 [1 st language]	3	5	R 1 500.00
119467	Use language and communication in occupational learning programmes [1 st 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 [1 st 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

SAQA ID	Unit Standard Title	NQF	Credits	Price
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	R 1 500.00
120376	Conduct project documentation management to support project processes	4	6	R 1 500.00
120378	Support the project environment and activities to deliver project objectives	5	14	R 1 500.00
120379	Work as a project team member	4	8	R 1 500.00
120381	Implement project administration processes according to requirements	4	5	R 1 500.00
120382	Plan, organise and support project meetings and workshops	4	4	R 1 500.00
120383	Provide assistance in implementing and assuring project work meets quality requirements	3	6	R 1 500.00
120384	Develop a simple schedule to facilitate effective project execution	4	8	R 1 500.00
120385	Apply a range of project management tools and techniques	4	7	R 1 500.00
120387	Monitor, evaluate and communicate simple project schedules	4	4	R 1 500.00
120388	Supervise a project team of a small project to deliver project objectives	5	14	R 1 500.00
120389	Explain and apply the concept, principles and theories of motivation in a leadership context	4	6	R 1 500.00
120390	Develop and apply a service culture to a leadership role	4	8	R 1 500.00
120391	Apply leadership skills to relationship management	4	8	R 1 500.00
120392	Apply the concept and principles of knowledge management to leadership	4	8	R 1 500.00
120393	Explain and apply legislation and policies applicable to leadership in a specific sector or context	5	10	R 1 500.00
120394	Apply communication principles, strategies and processes in a leadership role	4	6	R 1 500.00
120496	Provide risk-based primary emergency care/first aid in the workplace	2	5	R 1 500.00
123372	Use appropriate tools and information systems to manage own information and communication	4	4	R 1 500.00
123394	Develop outcomes-based learning programmes	5	10	R 1 500.00
123396	Define target audience profiles and skills gaps	4	6	R 1 500.00
123397	Evaluate a learning intervention using given evaluation instruments	5	10	R 1 500.00
229994	Assess a worksite for work at height and prepare a fall protection plan	4	3	R 1 500.00
229995	Install, use and perform basic rescues from fall arrest systems and implement the fall protection plan	2	3	R 1 500.00
229998	Explain and perform fall arrest techniques when working at height	1	2	R 1 500.00
230000	Perform a limited range of rope access tasks and rescues	2	6	R 1 500.00
230448	Contribute towards organisation policy development	5	8	R 1 500.00
230469	Describe and apply conceptual processes in a marketing communication context	5	8	R 1 500.00
230471	Define and explain the nature, role and history of marketing communication	5	8	R 1 500.00
230472	Develop and implement the marketing and advertising creative process	6	10	R 1 500.00
242655	Demonstrate knowledge and application of ethical conduct in a business environment	4	4	R 1 500.00
242668	Demonstrate knowledge and application of the Occupational Health and Safety Act, 85 of 1993 (OHSA) (as amended) and the responsibilities of management in terms of the Act	4	4	R 1 500.00
242766	Demonstrate knowledge and understanding of operating regulations for high voltage systems	5	8	R 1 500.00
242810	Manage expenditure against a budget	4	6	R 1 500.00
242811	Prioritise time and work for self and team	4	5	R 1 500.00
242812	Induct a member into a team	3	4	R 1 500.00
242813	Explain the contribution made by own area of responsibility to the overall organisational strategy	4	5	R 1 500.00
242814	Identify and explain the core and support functions of an organisation	3	6	R 1 500.00
242815	Apply the organisation's code of conduct in a work environment	4	5	R 1 500.00
242816	Conduct a structured meeting	4	5	R 1 500.00
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 1 500.00

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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	R 1 500.00
243809	Run a small business	3	12	R 1 500.00
243810	Control cash in a small business	3	12	R 1 500.00
243811	Determine the work required to accomplish the objectives and organise the scope of a simple to moderately complex project	5	7	R 1 500.00
243813	Develop a project cost management plan for a simple to moderately complex project	5	12	R 1 500.00
243815	Manage stakeholder relations on a project	5	12	R 1 500.00
243820	Develop an optimised work and resource schedule for a simple to moderately complex project	5	12	R 1 500.00
243954	Understand the need for cultural awareness in dealing with customers and colleagues	4	4	R 1 500.00
244063	Maintain basic safety, health and environmental issues	1	6	R 1 500.00
244283	Facilitate the development, implementation and maintenance of a Safety, Health and Environment management system - <i>General Business environment</i>	5	10	R 1 500.00
244283	Facilitate the development, implementation and maintenance of a Safety, Health and Environment management system - <i>Mining environment</i>	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 – <i>General Business environment</i>	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	Describe how to manage workplace relationships	3	3	R 1 500.00
244574	Apply knowledge of HIV/AIDS to a specific business sector and a workplace	3	4	R 1 500.00
244580	Develop advertising activity specifications	5	15	R 1 500.00
244586	Contract suppliers for advertising assignments	5	15	R 1 500.00
244589	Identify causes of stress and techniques to manage it in the 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

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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	4	4	R 1 500.00
252192	Demonstrate an understanding and define the nature and role of 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	1	8	R 1 500.00
256523	Apply knowledge of legislation regarding dangerous goods and 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

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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 health management programme in the workplace	2	2	R 1 500.00
259602	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 in the workplace	2	4	R 1 500.00
259609	Demonstrate an understanding of Occupational Hygiene	2	9	R 1 500.00
259610	Demonstrate basic understanding of the procedure for submission of 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 – <i>General Business environment</i>	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 – <i>General Business environment</i>	2	4	R 1 500.00
259639	Explain basic health and safety principles in and around the workplace- <i>Mining environment</i>	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
List of NQF1 Qualifications				
Qualification: 57937: GETC: Hygiene and Cleaning				
57937	Option 1: Integrated programmes material set General Education and Training Certificate: Hygiene and Cleaning (SSETA) Electives: 14656, 243202	1	120	R 13 500
Qualification: 61755: GETC: Business Practice				
61755	Option 1: Single unit standards material set General Education and Training Certificate: Business Practice (SSETA)	1	121	R 13 500
61755	Option 2: Integrated programmes material set General Education and Training Certificate: Business Practice (SSETA) Electives: 10009, 12537, 13176, 117924, 256134, 256154	1	121	R 13 500
61755	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				
Qualification: 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
Qualification: 48783: NC: Financial Services				
48783	Option 1: Integrated programmes material set National Certificate: Financial Services (INSETA) Electives: 114952, 114958, 114960, 114985	2	138	R 13 500
Qualification: 49280: NC: Wholesale and Retail Distribution				
49280	Option 1: Single unit standards material set for a qualification or learnership National Certificate: Wholesale and Retail Distribution	2	120	R 13 500
49280	Option 2: Integrated programmes material set for a qualification or learnership National Certificate: Wholesale and Retail Distribution Electives: 114902, 117887, 117891, 117892, 117901	2	125 (120 needed)	R 13 500
Qualification: 49648: NC: New Venture Creation (SMME)				
49648	Option 1: Single unit standards material set 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 ID	Qualification Title	NQF	Minimum Credits	Price
49648	Option 6: Integrated programmes material set National Certificate: New Venture Creation (SSETA) Electives: 13915, 14343, 13929, 13932, 119671, 119712	2	138	R 13 500
Qualification: 58206: NC: Wholesale and Retail Operations				
58206	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
58206	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
58206	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
58206	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
58206	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
58206	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
58206	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
Qualification: 62709: NC: Service Station Operations				
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
Qualification: 65750: NC: Hairdressing				
65750	Option 1: LP:72009: Hairdressing - Single unit standards material set National Certificate: Hairdressing (SSETA)	2	130	R 13 500
Qualification: 71490: NC: Contact Centre Support				
71490	Option 1: LP 73269: Contact Centre Support - Integrated programmes material set National Certificate: Contact Centre Support (SSETA) Electives: 10358 and 13883; or 10358 and 13884	2	128	R 13 500
Qualification: 74269: NC: Occupational Health, Safety and Environment				
74269	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
74269	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				
Qualification: 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
Qualification: 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
Qualification: 61591: NC: Information Technology: End User Computing				
61591	Option 1: LP 49077 - Single unit standards material set National Certificate: Information Technology: End User Computing (MICTS)	3	130	R 15 000
61591	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
61591	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
Qualification: 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
63409	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
63409	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
63409	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

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
63409	Option 5: Specialisation: Retail Sales - Single unit standards material set for a Learnership National Certificate: Wholesale and Retail Operations (WR SETA) Compulsory Electives: 114902, 258160, 258162	3	137	R 15 000
63409	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	3	137	R 15 000
63409	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	3	157	R 15 000
63409	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	3	157	R 15 000
63409	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	3	128	R 15 000
63409	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	3	128	R 15 000
63409	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	3	128	R 15 000
63409	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	3	128	R 15 000
Qualification: 67465: NC: Business Administration Services				
67465	Option 1: LP 23655 - Single unit standards material set National Certificate: Business Administration Services (SSETA)	3	120	R 15 000
67465	Option 2: LP 23655 - Integrated programmes material set National Certificate: Business Administration Services (SSETA) Electives: 7790, 13928, 13930	3	120	R 15 000
67465	Option 3: LP 23655 - Integrated programmes material set National Certificate: Business Administration Services (SSETA) Electives: 117111, 117156, 242810	3	120	R 15 000
Qualification: 83946: NC: Management				
83946	Option 1: LP 23654 - Single unit standards material set National Certificate: Management (SSETA)	3	120	R 15 000
83946	Option 2: LP 23654 - Integrated programmes material set National Certificate: Management (SSETA) Electives: 13943, 13944, 15224, 15238	3	120	R 15 000
83946	Option 3: LP 23654 - Integrated programmes material set National Certificate: Management (SSETA) Electives: 7573, 7567, 7570; 7575; 7571	3	120	R 15 000
Qualification: 93997: NC: National Certificate: Contact Centre and BPO Support				
93997	Option 1: LP 80566 - Integrated programmes material set National Certificate: Contact Centre and Business Process Outsourcing Support (SSETA) Electives: 13948; 116606; 116608; 116940; 259458; 259639	3	124	R 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	3	124	R 15 000
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	3	124	R 15 000

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
List of NQF4 Qualifications				
Qualification: 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
Qualification: 50080: FETC: Project Management				
50080	Option 1: Single unit standards material set Further Education and Training Certificate: Project Management (SSETA)	4	136	R 15 000
50080	Option 2: Integrated programmes material set Further Education and Training Certificate: Project Management (SSETA) Electives: 120388	4	136	R 15 000
50080	Option 3: Integrated programmes material set Further Education and Training Certificate: Project Management (SSETA) Electives: 120378	4	136	R 15 000
Qualification: 50081: FETC: Leadership Development				
50081	Option 1: Single unit standards material set Further Education and Training Certificate: Leadership Development (LGSETA)	4	160	R 15 000
Qualification: 57712: FETC: Generic Management				
57712	Option 1: LP 74630: General Management - Single unit standards material set Further Education and Training Certificate: Generic Management (SSETA)	4	150	R 15 000
57712	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
57712	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
57712	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
57712	Option 5: LP 58344: Administration Management - Single unit standards material set Further Education and Training Certificate: Generic Management (SSETA)	4	150	R 15 000
57712	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
57712	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
57712	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
57712	Option 9: LP 83987: Inventory Control - Integrated programmes material set Further Education and Training Certificate: Generic Management (MERSETA) Electives: 377361, 377363, 377364	4	150	R 15 000
57712	Option 10: LP 83989: Manufacturing Control - Integrated programmes material set Further Education and Training Certificate: Generic Management (MERSETA) Electives: 377360, 377380, 377381, 377386	4	150	R 15 000
57712	Option 11: LP 79286: Process Manufacturing - Single unit standards material set Further Education and Training Certificate: Generic Management (MERSETA)	4	150	R 15 000
57712	Option 12: LP 58346: Public Administration - Single unit standards material set Further Education and Training Certificate: Generic Management (PSETA)	4	150	R 15 000
57712	Option 13: LP 58346: Public Administration - Integrated programmes material set Further Education and Training Certificate: Generic Management (PSETA) Electives: 11473, 13952, 242813, 242818	4	150	R 15 000
57712	Option 14: LP 63333: Wholesale and Retail Management - Single unit standard material set Further Education and Training Certificate: Generic Management (WRSETA)	4	150	R 15 000
57712	Option 15: LP 63333: Wholesale and Retail Management - Integrated programmes material set Further Education and Training Certificate: Generic Management (WRSETA) Electives: 11473, 13952, 242813, 242818	4	152 (150 needed)	R 15 000
Qualification: 58761: FETC: Early Childhood Development				
58761	Option 1: Specialisation: Management of an ECD Service - Integrated programmes material set Further Education and Training Certificate: Early Childhood Development (ETDP) Electives: 11473, 242812, 242816, 244478, 244481	4	140	R 15 000
Qualification: 61595: FETC: Business Administration Services				
61595	Option 1: LP 35928: General - Single unit standards material set Further Education and Training Certificate: Business Administration Services (SSETA)	4	140	R 15 000
61595	Option 2: LP 35928: General - Integrated programmes material set Further Education and Training Certificate: Business Administration Services (SSETA) Electives: 9244, 13929, 242840, 244572	4	140	R 15 000
61595	Option 3: LP 93568: Employee Relations - Single unit standards material set Further Education and Training Certificate: Business Administration Services (SABPP)	4	140	R 15 000
61595	Option 4: LP 93569: Training and Development Practices - Single unit standards material set Further Education and Training Certificate: Business Administration Services (SABPP)	4	140	R 15 000
61595	Option 5: LP 93567: Employee Wellness - Single unit standards material set Further Education and Training Certificate: Business Administration Services (SABPP)	4	140	R 15 000

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
Qualification: 64069: FETC: Archives and Records Management				
64069	Option 1: Specialisation: Records Management - Integrated programmes material set Further Education and Training Certificate: Archives and Records Management (ETDP) Electives: 110000, 242814	4	141	R 15 000
64069	Option 2: Specialisation: Archives Management - Integrated programmes material set Further Education and Training Certificate: Archives and Records Management (ETDP) Electives: 110000, 242814	4	141	R 15 000
64069	Option 3: Specialisation: Business Environment - Integrated programmes material set Further Education and Training Certificate: Archives and Records Management (ETDP) Electives: 110000, 242814	4	141	R 15 000
Qualification: 66249: FETC: New Venture Creation				
66249	Option 1: Single unit standards material set Further Education and Training Certificate: New Venture Creation (SSETA)	4	149	R 15 000
66249	Option 2: Integrated programmes material set Further Education and Training Certificate: New Venture Creation (SSETA) Electives: 115857, 119671	4	149	R 15 000
Qualification: 66609: FETC: Retail Insurance				
66609	Option 1: LP 49835 - Integrated programmes material set Further Education and Training Certificate: Retail Insurance (INSETA) Electives: 113922, 117121, 120005, 120022, 117126	4	140	R 15 000
Qualification: 67463: FETC: Human Resource Management and Practices Support				
67463	Option 1: LP 49691 - Integrated programmes material set Further Education and Training Certificate: Human Resources Management and Practices Support (SABPP) Electives: 10031, 10169, 10171, 15227, 117870	4	140	R 20 000
Qualification: 67464: FETC: Marketing				
67464	Option 1: LP 59276: Customer Management - Single unit standards material set Further Education and Training Certificate: Marketing (SSETA) Compulsory Electives: 118028, 252196, 252214	4	139	R 15 000
67464	Option 2: LP 59276: Customer Management - Integrated programmes material set Further Education and Training Certificate: Marketing (SSETA) Compulsory Electives: 118028, 252196, 252214	4	139	R 15 000
67464	Option 3: LP 59276: Marketing Communication - Single unit standards material set Further Education and Training Certificate: Marketing (SSETA) Compulsory Electives: 252192, 252198, 252219	4	139	R 15 000
67464	Option 4: LP 59276: Marketing Communication - Integrated programmes material set Further Education and Training Certificate: Marketing (SSETA) Compulsory Electives: 252192, 252198, 252219	4	139	R 15 000
67464	Option 5: LP 59276: Marketing Management - Single unit standards material set Further Education and Training Certificate: Marketing (SSETA) Compulsory Electives: 242819, 252200, 252213	4	139	R 15 000
67464	Option 6: LP 59276: Marketing Management - Integrated programmes material set Further Education and Training Certificate: Marketing (SSETA) Compulsory Electives: 242819, 252200, 252213	4	139	R 15 000
Qualification: 78964: FETC: Information Technology: Technical Support				
78964	Option 1: Specialisation: Technical Support: Hardware and Infrastructure Support for Personal Computers - Integrated programmes material set Further Education and Training Certificate: Information Technology (MICT) Electives: 14922, 14936, 14941, 14945, 14946, 14947, 14948, 14952	4	163	R 15 000

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
Qualification: 93996: FETC: Contact Centre Operations				
93996	Option 1: LP 71489: Contact Centre Operations- Integrated programmes material set Further Education and Training Certificate: Contact Centre Operations (SSETA) Electives: 10328	4	132	R 15 000
93996	Option 2: LP 94081: Contact Centre: Managing People -- Integrated programmes material set Further Education and Training Certificate: Contact Centre Operations: Managing People (SABPP) Electives: 10327	4	132	R 15 000
93996	Option 3: LP 94081: Contact Centre: Managing People -- Integrated programmes material set Further Education and Training Certificate: Contact Centre Operations: Managing People (SABPP) Electives: 10978	4	132	R 15 000
List of NQF5 Qualifications				
Qualification: 49075: NC: Organisational Transformation and Change Management				
49075	Option 1: Integrated programmes material set National Certificate: Organisational Transformation and Change Management (SSETA) Electives: 116919, 116921	5	127	R 15 000
Qualification: 50334: NC: Occupationally Directed Education Training and Development Practices				
50334	Option 1: Specialisation: SDF - Mostly single unit standards material set National Certificate: Occupationally Directed Education Training and Development Practices (ETDP) Electives: 15217, 15218, 15227, 15232, 115755, 115759, 123394, 252041	5	120	R 15 000
50334	Option 2: Specialisation: SDF – Theme based – Integrated programmes material set National Certificate: Occupationally Directed Education Training and Development Practices (ETDP) Electives: 15217, 15218, 15227, 15232, 115755, 115759, 123394, 252041	5	120	R 15 000
50334	Option 3: Specialisation: SDF – ELO based– Integrated programmes material set National Certificate: Occupationally Directed Education Training and Development Practices (ETDP) Electives: 15217, 15218, 15227, 15232, 115755, 115759, 123394, 252041	5	120	R 15 000
Qualification: 58820: NC: Advertising				
58820	Option 1: Specialisation: Copywriting - Single unit standards material set National Certificate: Advertising: Copywriting (MICTS) Compulsory Electives: 117558, 244612	5	124	R 15 000
58820	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
Qualification: 59201: NC: Generic Management				
59201	Option 1: LP 60269: General Management - Single unit standards material set National Certificate: Generic Management (SSETA)	5	162	R 15 000
59201	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
59201	Option 3: LP 60273: Customer Management - Single unit standards material set National Certificate: Generic Management (SSETA)	5	162	R 15 000

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

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
 - FISA Learner Portfolio Guide
 - FISA Assessor Assessment Feedback Document
 - FISA Assessor Assessment Guide
 - 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
 - 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
57937	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:

Type	ID	Unit Standard Title	NQF	Credits
Learning Programme 1: Learning Strategies				
Fundamental	119631	Explore and use a variety of strategies to learn	1	5
Fundamental	119640	Read/view and respond to a range of text types	1	6
Fundamental	119636	Write/Sign for a variety of different purposes	1	6
Learning Programme 2: Cleaning Principles				
Core	243204	Understand basic cleaning principles	1	15
Core	114936	Participate effectively in a team or group	2	2
Learning Programme 3: Cleaning Chemicals				
Core	243203	Use chemicals in the cleaning services environment	1	8
Fundamental	7447	Work with numbers in various contexts	1	6
Learning Programme 4: Cleaning Floors				
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 Programme 5: Cleaning 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 Programme 6: Grooming 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 Programme 7: Financial Literacy				
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
Learning Programme 8: Mathematical 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
Learning Programme 9: Customer 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
61755	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:

Type	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 additional minimum 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
61755	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
Learning Programme 1: Learning strategies				
Fundamental	119631	Explore and use a variety of strategies to learn	1	5
Learning Programme 2: Business				
Elective	13176	Describe and discuss basic issues relating to the nature of business, the stakeholders in a business and business profitability	1	3
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
Learning Programme 3: Self-Management skills				
Elective	12537	Identify personal values and ethics in the workplace	1	4
Core	15091	Plan to manage one's time	1	3
Learning Programme 4: Communication skills				
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
Learning Programme 5: Computer skills - MS Windows				
Core	116932	Operate a personal computer system	1	3
Core	117902	Use generic functions in a Graphical User Interface (GUI)-environment	1	4
Core	117867	Managing files in a Graphical User Interface (GUI) environment	1	3
Learning Programme 6: 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 Programme 7: Mathematical skills				
Fundamental	119362	Work with numbers; operations with numbers and relationships 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 measurement	1	5
Fundamental	119368	Describe, interpret and represent mathematical patterns, functions and algebra in different contexts	1	6
Learning Programme 8: Financial skills				
Core	243189	Manage personal finances	1	8
Core	13999	Demonstrate an understanding of basic accounting practices	1	4
Learning Programme 9: Entrepreneurship Basics				
Core	10006	Demonstrate an understanding of entrepreneurship and develop entrepreneurial qualities	1	2
Core	10007	Identify, analyse and select business opportunities	1	3
Learning Programme 10: Entrepreneurship Business Planning				
Elective	10009	Demonstrate the ability to start and run a business and adapt to a changing business environment	1	3
Core	14444	Demonstrate an understanding of a general business plan and adapt it to a selected business idea	1	7
Learning Programme 11: Business Behaviour				
Elective	256154	Interpret and implement instructions	1	8
Elective	256134	Engage in directed planning behaviour	1	8

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
61755	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
Learning Programme 1: Learning strategies				
Fundamental	119631	Explore and use a variety of strategies to learn	1	5
Learning Programme 2: Business				
Elective	13176	Describe and discuss basic issues relating to the nature of business, the stakeholders in a business and business profitability	1	3
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
Learning Programme 3: Communication skills				
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
Learning Programme 4: Mathematical skills				
Fundamental	119362	Work with numbers; operations with numbers and relationships 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 measurement	1	5
Fundamental	119368	Describe, interpret and represent mathematical patterns, functions and algebra in different contexts	1	6
Learning Programme 5: Financial skills				
Core	243189	Manage personal finances	1	8
Core	13999	Demonstrate an understanding of basic accounting practices	1	4
Learning Programme 6: Entrepreneurship Basics				
Core	10006	Demonstrate an understanding of entrepreneurship and develop entrepreneurial qualities	1	2
Core	10007	Identify, analyse and select business opportunities	1	3
Learning Programme 7: Entrepreneurship Business Planning				
Core	14444	Demonstrate an understanding of a general business plan and adapt it to a selected business idea	1	7
Elective	10009	Demonstrate the ability to start and run a business and adapt to a changing business environment	1	3
Learning Programme 8: Computer skills - MS Windows				
Core	116932	Operate a personal computer system	1	3
Core	117902	Use generic functions in a Graphical User Interface (GUI)-environment	1	4
Core	117867	Managing files in a Graphical User Interface (GUI) environment	1	3
Learning Programme 9: 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 Programme 10: Planning Skills				
Core	15091	Plan to manage one's time	1	3
Elective	256134	Engage in directed planning behaviour	1	8
Learning Programme 11: Business Behaviour				
Elective	12537	Identify personal values and ethics in the workplace	1	4
Elective	256154	Interpret and implement instructions	1	8

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: Fundamentals of Business			R5 000-00	
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

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

Type	ID	Unit Standard Title	NQF	Credits
Core	7547	Operate a personal computer system	2	6
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	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
Core	14339	Identify and maintain the types of records required in own industry and understand why it is necessary to create evidence and maintain confidentiality	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 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	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
* Elective	14347	Receive, distribute and dispatch mail in an office environment	2	2
Select an additional minimum of 11 credits from the list below				
Elective	13915	Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation and a specific workplace	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
Elective	244608	Demonstrate ability to lead a team or group	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

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
23833	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:

Type	ID	Unit Standard Title	NQF	Credits
Learning Programme 1: Understand the business environment				
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
Learning Programme 2: Manage 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
Learning Programme 3: Behave 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 Programme 4: Deal 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 Programme 5: Deal with information				
Core	14339	Identify and maintain the types of records required in own industry and understand why it is necessary to create evidence and maintain confidentiality	2	5
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 Programme 6: Deal with computer systems				
Core	7547	Operate a personal computer system	2	6
Core	7566	Operate personal computer peripherals	2	3
Core	7571	Demonstrate the ability to use electronic mail software to send and receive messages	2	3
Core	7568	Demonstrate knowledge of and produce word processing documents using basic functions	2	3
Learning Programme 7: Deal 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
Learning Programme 8: Understand current affairs and HIV				
Core	14341	Keep informed about current affairs related to one's own industry	2	4
Elective	13915	Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation and a specific workplace	3	4
Learning Programme 9: Fundamental 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
Fundamental	8965	Respond to literary texts	2	5
Learning Programme 10: Fundamental mathematics				
Fundamental	7480	Demonstrate understanding of rational and irrational numbers and number systems	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	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 personal and community life	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	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

Qualification: 48783: NC: Financial Services
Option 1: Integrated programmes material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
48783	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
Learning Programme 1: Personal 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 Programme 2: Communication 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	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 Programme 3: Financial 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 Programme 4: Financial 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 Programme 5: Health 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 Programme 6: Financial 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 managing of personal finances	2	3
Learning Programme 7: Professional 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

Type	ID	Unit Standard Title	NQF	Credits
Core	113924	Apply basic business ethics in a work environment	2	2
Learning Programme 8: Workplace 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
49280	National Certificate: Wholesale and Retail Distribution	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	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	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 additional minimum 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
Elective	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
49280	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:

Type	ID	Unit Standard Title	NQF	Credits
Learning Programme 1: Occupational Learning				
Fundamental	8967	Use language and communication in occupational learning programmes	2	5
Learning Programme 2: Core 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 Programme 3: Fundamental 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 Programme 4: Mathematical 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 Programme 5: Financial 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 Programme 6: Pick 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 Programme 7: Receive 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 Programme 8: Count Stock				
Core	114891	Count stock for a stock-take	2	5

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

Qualification: 49648: NC: New Venture Creation (SMME)
Option 1: Single unit standards material set

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

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

Type	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 additional minimum 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
Elective	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
49648	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:

Type	ID	Unit Standard Title	NQF	Credits
Learning Programme 1: Occupational Learning				
Fundamental	8967	Use language and communication in occupational learning programmes	2	5
Fundamental	8962	Maintain and adapt oral communication	2	5
Learning Programme 2: Entrepreneurship				
Core	119673	Identify and demonstrate entrepreneurial ideas and opportunities	2	7
Learning Programme 3: Numeracy 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 Programme 4: Business Writing				
Fundamental	8963	Access and use information from texts	2	5
Fundamental	8964	Write for a defined context	2	5
Learning Programme 5: New Venture Financial and Industry Aspects				
Fundamental	7469	Use mathematics to investigate and monitor the financial aspects of personal and community life	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
Learning Programme 6: Produce 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 Programme 7: Manage 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
Learning Programme 8: Manage 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
Learning Programme 9: Manage 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 Programme 10: Manage Operations				
Core	119668	Manage business operations	2	8
Core	113924	Apply basic business ethics in a work environment	2	2
Learning Programme 11: Manage People				
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 Programme 12: Deal with HIV/AIDS				
Elective	13915	Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation and a specific workplace	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

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
49648	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:

Type	ID	Unit Standard Title	NQF	Credits
Learning Programme 1: Occupational Learning				
Fundamental	8967	Use language and communication in occupational learning programmes	2	5
Fundamental	8962	Maintain and adapt oral communication	2	5
Learning Programme 2: Entrepreneurship				
Core	119673	Identify and demonstrate entrepreneurial ideas and opportunities	2	7
Learning Programme 3: Numeracy 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 Programme 4: Business Writing				
Fundamental	8963	Access and use information from texts	2	5
Fundamental	8964	Write for a defined context	2	5
Learning Programme 5: New Venture Financial and Industry Aspects				
Fundamental	7469	Use mathematics to investigate and monitor the financial aspects of personal and community life	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
Learning Programme 6: Produce 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 Programme 7: Manage 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
Learning Programme 8: Apply Ethics 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
Core	113924	Apply basic business ethics in a work environment	2	2
Learning Programme 9: Manage Finances and Contracts				
Core	119674	Manage finances for a new venture	2	10
Elective	119671	Administer contracts for a selected new venture	3	10
Learning Programme 10: Manage Operations and OHS				
Core	119668	Manage business operations	2	8
Elective	9964	Apply health and safety to a work area	2	3
Learning Programme 11: Manage People and Meeting Processes				
Elective	119713	Apply basic HR principles in a new venture	3	4
Elective	13929	Co-ordinate meetings, minor events and travel arrangements	3	3
Learning Programme 12: Deal with HIV/AIDS				
Elective	13915	Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation and a specific workplace	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

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

Option 4: Integrated programmes material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
49648	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:

Type	ID	Unit Standard Title	NQF	Credits
Learning Programme 1: Occupational Learning				
Fundamental	8967	Use language and communication in occupational learning programmes	2	5
Fundamental	8962	Maintain and adapt oral communication	2	5
Learning Programme 2: Entrepreneurship				
Core	119673	Identify and demonstrate entrepreneurial ideas and opportunities	2	7
Learning Programme 3: Numeracy 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 Programme 4: Business Writing				
Fundamental	8963	Access and use information from texts	2	5
Fundamental	8964	Write for a defined context	2	5
Learning Programme 5: New Venture Financial and Industry Aspects				
Fundamental	7469	Use mathematics to investigate and monitor the financial aspects of personal and community life	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 Programme 6: Produce 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 Programme 7: Manage 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
Learning Programme 8: Apply 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 Programme 9: Manage Finances and Team Performance				
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 Programme 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 Programme 11: Manage Meetings				
Elective	13929	Co-ordinate meetings, minor events and travel arrangements	3	3
Elective	13934	Plan and prepare meeting communications (replacement)	3	4
Learning Programme 12: Deal with HIV/AIDS				
Elective	13915	Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation and a specific workplace	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

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

Option 5: Integrated programmes material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
49648	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
Learning Programme 1: Occupational Learning				
Fundamental	8967	Use language and communication in occupational learning programmes	2	5
Fundamental	8962	Maintain and adapt oral communication	2	5
Learning Programme 2: Entrepreneurship				
Core	119673	Identify and demonstrate entrepreneurial ideas and opportunities	2	7
Learning Programme 3: Numeracy 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
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 Programme 4: Business Writing				
Fundamental	8963	Access and use information from texts	2	5
Fundamental	8964	Write for a defined context	2	5
Learning Programme 5: New Venture Financial and Industry Aspects				
Fundamental	7469	Use mathematics to investigate and monitor the financial aspects of personal and community life	2	2
Core	119667	Identify the composition of a selected new venture's industry/sector and its procurement systems	2	8
Learning Programme 6: Produce 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 Programme 7: Manage 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
Learning Programme 8: Apply 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 Programme 9: Manage 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 Programme 10: Manage Operations and Contracts				
Core	119668	Manage business operations	2	8
Elective	119671	Administer contracts for a selected new venture	3	10
Learning Programme 11: Manage HR, Safety and Meetings				
Elective	119713	Apply basic HR principles in a new venture	3	4
Elective	9964	Apply health and safety to a work area	2	3
Elective	13934	Plan and prepare meeting communications	3	4

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

Option 6: Integrated programmes material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
49648	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:

Type	ID	Unit Standard Title	NQF	Credits
Learning Programme 1: Occupational Learning				
Fundamental	8967	Use language and communication in occupational learning programmes	2	5
Fundamental	8962	Maintain and adapt oral communication	2	5
Learning Programme 2: Entrepreneurship				
Core	119673	Identify and demonstrate entrepreneurial ideas and opportunities	2	7
Learning Programme 3: Numeracy 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 Programme 4: Business Writing				
Fundamental	8963	Access and use information from texts	2	5
Fundamental	8964	Write for a defined context	2	5
Learning Programme 5: New Venture Financial and Industry Aspects				
Fundamental	7469	Use mathematics to investigate and monitor the financial aspects of personal and community life	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 Programme 6: Produce 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 Programme 7: Manage 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
Learning Programme 8: Manage 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
Learning Programme 9: Manage 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 Programme 10: Manage Operations				
Core	119668	Manage business operations	2	8
Core	113924	Apply basic business ethics in a work environment	2	2
Learning Programme 11: 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
Learning Programme 12: Deal with HIV/AIDS				
Elective	13915	Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation and a specific workplace	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

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: HIV Counsellor in the Workplace			R5 000-00	
Elective	13915	Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation and a specific workplace	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

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	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	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	114889	Record transactions	2	8
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	114912	Maintain a safe and secure wholesale and retail environment	2	10
Select an additional minimum of 29 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	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
Elective	243673	Identify the role of the fast moving consumer goods merchandiser in the wholesale and retail industry	2	8
Elective	243676	Source and collect products for resale	2	12
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

Option 2: Specialisation: Chain Store Operations - Integrated programmes 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 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 Programme 1: Occupational Learning				
Fundamental	119460	Use language and communication in occupational learning programmes	2	5
Learning Programme 2: W&R Concepts				
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
Learning Programme 3: Workplace 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 Programme 4: Mathematical 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 Programme 5: Financial 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 Programme 6: Customer Service				
Core	114903	Interact with customers	2	8
Elective	14359	Behave in a professional manner in a business environment	2	5
Learning Programme 7: Point of Sale				
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
Learning Programme 8: Merchandise and Maintain Stock				
Compulsory Elective	114906	Mark merchandise and maintain displays	2	10
Elective	243672	Maintain the stockroom	3	10
Learning Programme 9: Receive 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 Programme 10: Count Stock				
Compulsory Elective	114891	Count stock for a stock-take	2	5

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

Option 3: Specialisation: Wholesale 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: 114891, 114912, 117899, 243680, 243712	2	130	R 13 500

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	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	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	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 additional minimum 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
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	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	114906	Mark merchandise and maintain displays	2	10
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
Elective	243673	Identify the role of the fast moving consumer goods merchandiser in the wholesale and retail industry	2	8
Elective	243676	Source and collect products for resale	2	12
Elective	243679	Recommend orders for clients in a fast moving consumer goods environment	3	8
Elective	243681	Uplift stock for return	3	5

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

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
58206	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
Learning Programme 1: Occupational Learning				
Fundamental	119460	Use language and communication in occupational learning programmes	2	5
Learning Programme 2: WR 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
Learning Programme 3: Workplace 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 Programme 4: Mathematical 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 Programme 5: Financial 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 Programme 6: Count Stock for Stocktake				
Compulsory Elective	114891	Count stock for a stock-take	2	5
Learning Programme 7: Customer Service				
Core	114903	Interact with customers	2	8
Learning Programme 8: Deal 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 Programme 9: Point of Sale				
Elective	114894	Process payment at a Point of Sales (POS)	2	10
Elective	114889	Record transactions	2	8
Learning Programme 10: Pick Stock				
Compulsory Elective	117899	Pick stock in a distribution centre / warehouse	2	12
Learning Programme 11: Sell Products				
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
58206	National Certificate: Wholesale and Retail Operations (WR SETA) Compulsory Electives: 114891, 114894, 114906, 119674, 243676	2	146	R 13 500

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	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 additional minimum 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

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

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
58206	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:

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



Option 7: Specialisation: Merchandising 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: 114891, 114906, 243673, 243679, 243681	2	125	R 13 500

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

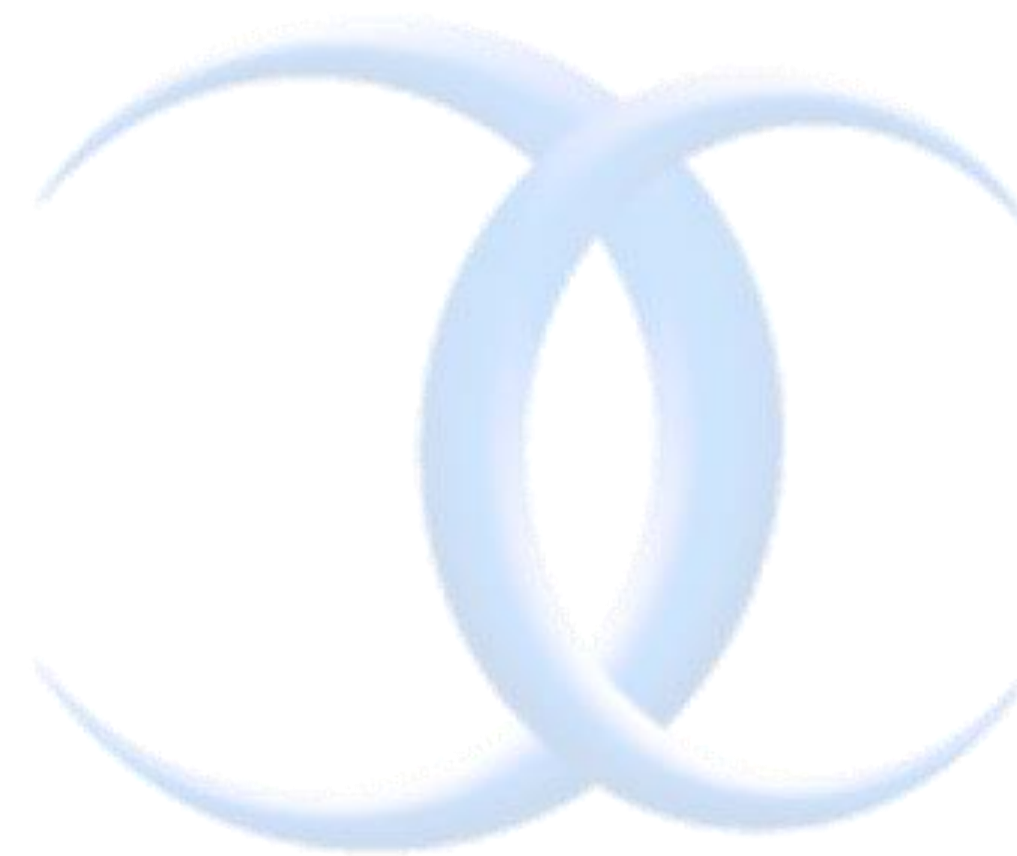
Type	ID	Unit Standard Title	NQF	Credits
Core	114895	Define the core concepts of the wholesale and retail environment	2	10
Core	114903	Interact with customers	2	8
Core	117887	Complete basic business calculations	2	5
Fundamental	7469	Use mathematics to investigate and monitor the financial aspects of personal 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 additional minimum 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	243680	Take orders from customers	3	12

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

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
58206	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:

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



Qualification: 62709: NC: Service Station Operations
Option 1: Specialisation: Forecourt Attendant - Single unit standards 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	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 additional minimum 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:

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

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

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
62709	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	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
No additional electives are required for a full Qualification/Learnership				

Option 4: Specialisation: Service Station Cashier - 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, 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:

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

Option 5: Specialisation: Service Station Merchandiser - Single unit standards 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	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 additional minimum 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:

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

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

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

Type	ID	Unit Standard Title	NQF	Credits
Core	114782	Demonstrate, monitor and manage department 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	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	2	3
Select an additional minimum 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
71490	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:

Type	ID	Unit Standard Title	NQF	Credits
Learning Programme 1: Orientation 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 Programme 2: Occupational 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 Programme 3: Numeracy				
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 Programme 4: Service 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 Programme 5: Problem 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 Programme 6: Business Writing Skills				
Fundamental	119463	Access and use information from texts	2	5
Fundamental	119456	Write/present for a defined context	2	5
Learning Programme 7: Inbound 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 Programme 8: Outbound 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 Programme 9: Operating effectively within an emergency contact centre				
Elective	13884	Apply in-bound and out-bound Contact Centre operations within an emergency context	3	16

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: Contact Centre Agent			R5 000-00	
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

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

Type	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	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	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	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	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
Select an additional minimum of 20 credits from the list below				
Elective	9964	Apply health and safety to a work area	2	3
Elective	13915	Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation and a specific workplace	3	4
Elective	14656	Demonstrate an understanding of sexuality and sexually transmitted infections including HIV/AIDS	1	5
Elective	119567	Perform basic life support and first aid procedures	1	5
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	3	2
Elective	119567	Perform basic life support and first aid procedures	1	5
Elective	252250	Apply fire fighting techniques	1	3
Elective	259599	Participate in the establishment, implementation and monitoring of a health and safety agreement	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
Elective	259622	Describe the functions of workplace health and safety representative	2	3

Option 2: LP 74290: Safety - 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

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

Type	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	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 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	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
Select an additional minimum 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 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
Elective	259622	Describe the functions of the workplace health and safety representative	2	3

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

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
74269	National Certificate: Occupational Health, Safety and Environment (MQA)	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	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	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 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	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
Select an additional minimum 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 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	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

Type	ID	Unit Standard Title	NQF	Credits
LP: Mining Health and Safety			R5 000-00	
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

Type	ID	Unit Standard Title	NQF	Credits
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

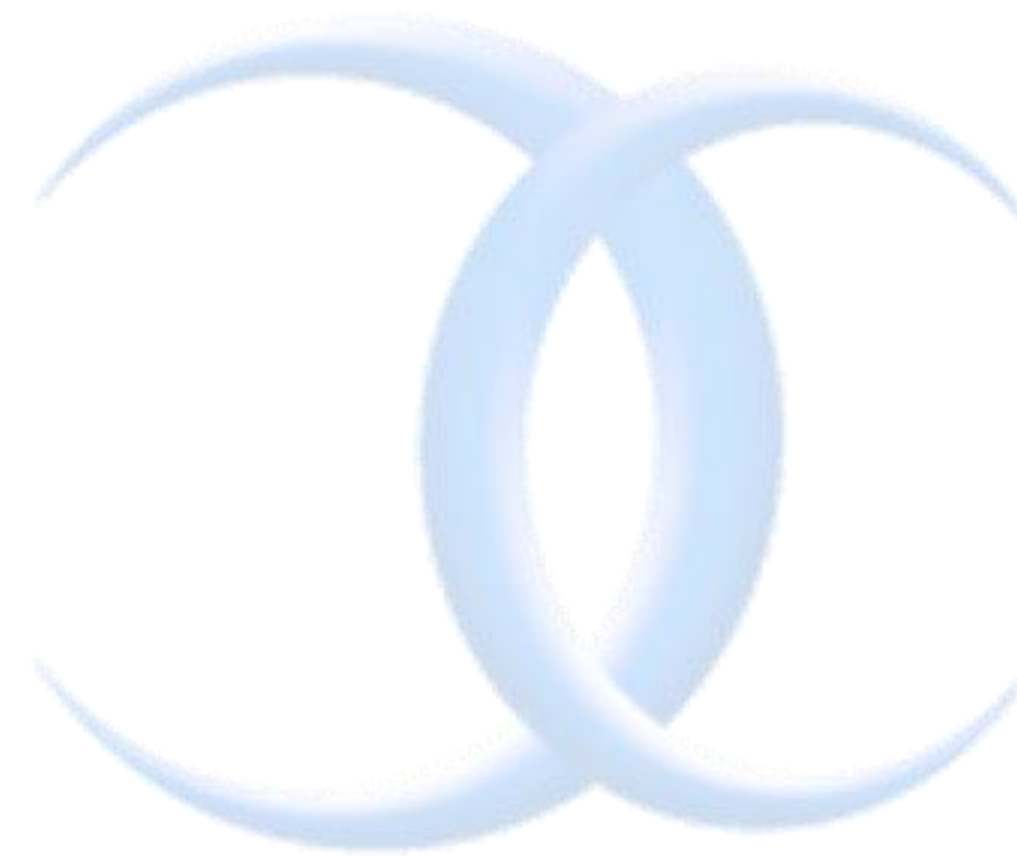
Type	ID	Unit Standard Title	NQF	Credits
LP: Child Care (Au Pair)			R5 000-00	
Elective	244263	Prepare an environment for babies, toddlers and young children	1	3
Elective	244255	Care for babies, toddlers and young children	2	10
Elective	119567	Perform basic life support and first aid procedures	1	5

NQF3 Qualifications

Qualification: 20175: NC: Hygiene and Cleaning Supervision

ONLY Additional and Separate Integrated Learning Programmes

Type	ID	Unit Standard Title	NQF	Credits
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

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
20184	National 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 Programme 1: Apply Own Role within the Organisation and Team				
Elective	13912	Apply knowledge of self and team in order to develop a plan to enhance team performance	3	5
Elective	119153	Apply and implement corporate culture	3	2
Elective	11235	Maintain effective working relationships with other members of staff	3	1
Learning Programme 2: Provide Customer Service in the Banking Environment				
Elective	7175	Provide customer service in a banking environment	3	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 banking environment	3	4
Learning Programme 3: Deal 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 Programme 4: Deal with Asset Based Financing for a Vehicle				
Elective	12757	Demonstrate an understanding of the legal and professional requirements pertaining to the asset based financing environment	3	12
Elective	12754	Prepare vehicle financing proposals and documentation	3	10
Learning Programme 5: Deal with Credit and Debit Card Requests				
Elective	114748	Effect and monitor the release of debit and credit cards to cardholders in a banking environment	3	6
Elective	114767	Administer requests to re-issue credit and debit cards in a banking environment	3	8
Learning Programme 6: Fundamental Mathematics				
Fundamental	9010	Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations	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
Fundamental	9012	Investigate life and work related problems using data and probabilities	3	5
Learning Programme 7: Fundamental 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
Fundamental	8971	Analyse and respond to a variety of literary texts	3	5

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

Qualification: 58308: NC: Informal and Small Business Practice
Option 1: Single unit standards material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
58308	National Certificate: Informal Small Business Practice (WR SETA)	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	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	119457	Interpret and use information from texts	3	5
Fundamental	119458	Analyse and respond to a variety of literary texts	3	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts	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	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
Select an additional minimum 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	114891	Count stock for a stock-take	2	5
Elective	114893	Pack customer purchases at point of sales	2	3
Elective	114900	Sell products to customers in a Wholesale and Retail outlet	3	12
Elective	116931	Use a Graphical User Interface (GUI)-based web-browser to search the Internet	2	4

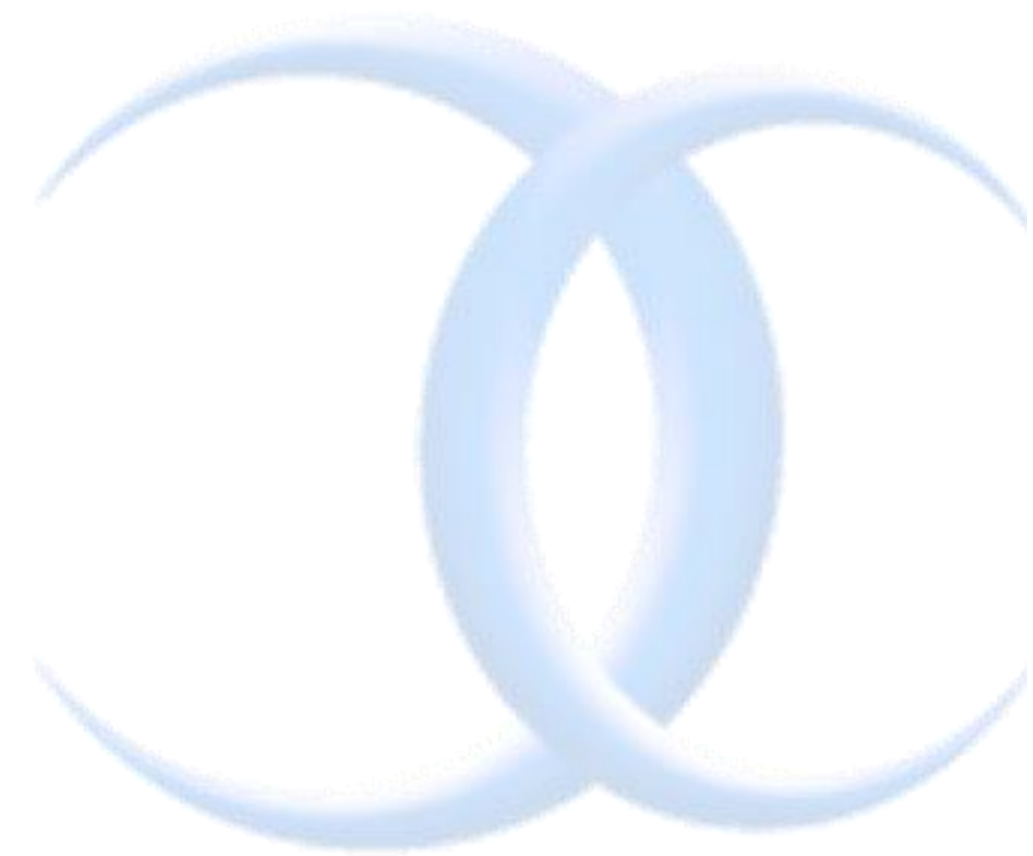
Qualification: 61591: NC: Information Technology: End User Computing
Option 1: LP 49077 - Single unit standards material set

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

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

Type	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)	3	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	116936	Use a Graphical User Interface (GUI)-based database application to work with simple databases (MS Access)	3	3
Core	116937	Use a Graphical User Interface (GUI)-based spreadsheet application to create and edit spreadsheets (MS Excel)	2	4
Core	116940	Use a Graphical User Interface (GUI)-based spreadsheet application to solve a given problem (MS Excel)	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
Select an additional minimum 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

Type	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	117156	Interpret basic financial statements	4	4
Elective	117927	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	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

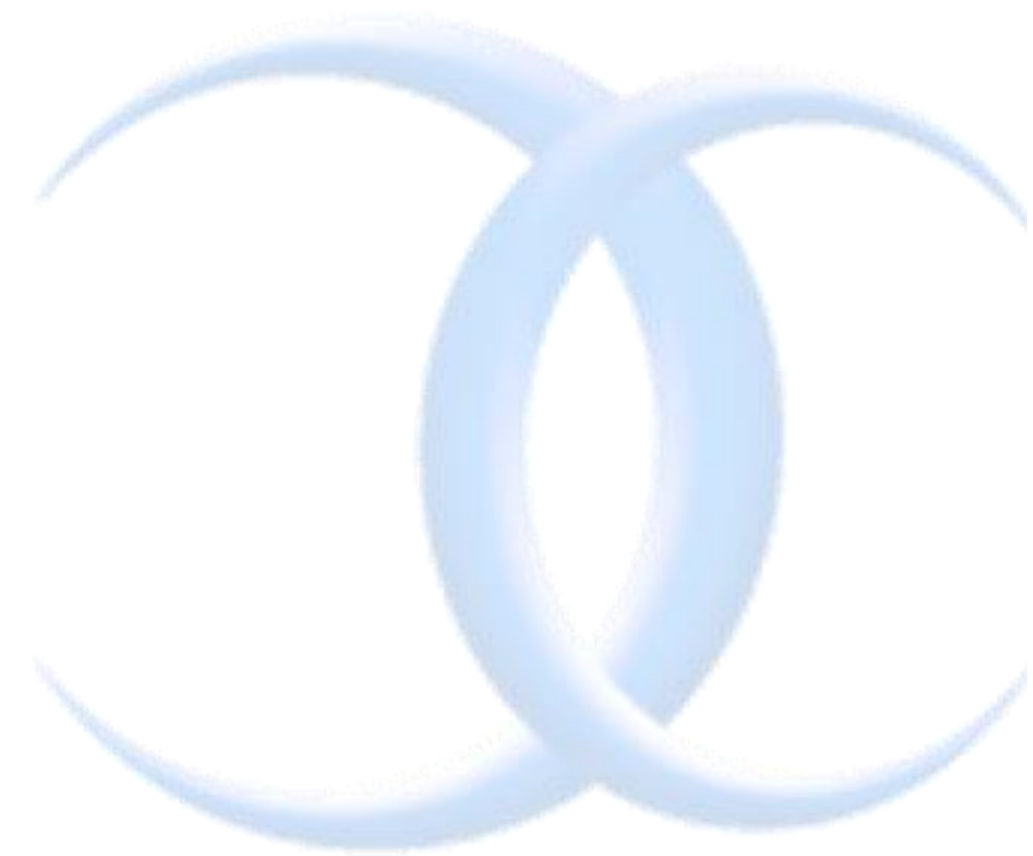
SAQA ID	Qualification Title	NQF	Minimum Credits	Price
61591	National Certificate: Information Technology: End User Computing (MICTS) Electives: 258880, , 258878, 258879, 258883, 258897, 258898	3	130	R 15 000

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

Type	ID	Unit Standard Title	NQF	Credits
Learning Programme 1: ICT				
Core	117925	Describe the concepts of Information and Communication Technology (ICT) and the use of its components in a healthy and safe manner	2	3
Elective	258883	Use generic functions in a Graphical User Interface (GUI)-environment	1	4
Learning Programme 2: MS Word				
Core	117924	Use a Graphical User Interface (GUI)-based word processor to format documents	2	5
Core	119078	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 Programme 3: Internet 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 User Interface (GUI)-based messaging application	2	2
Learning Programme 5: MS PowerPoint				
Core	117923	Use a Graphical User Interface (GUI)-based presentation application to prepare and produce a presentation according to a given brief	2	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 Programme 6: MS 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 Programme 7: MS Access				
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 Programme 8: Financial Literacy				
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 Programme 9: Communication				
Fundamental	8973	Use language and communication in occupational learning programmes	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	110023	Present information in report format	4	6

Type	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	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

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



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:

Type	ID	Unit Standard Title	NQF	Credits
Learning Programme 1: ICT and MS Windows				
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
Elective	117928	Describe the application and effect of Information and Communication Technologies (ICT) on society	4	5
Learning Programme 2: Internet 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
Elective	10135	Work as a Project Team Member	4	8
Learning Programme 3: MS Word				
Core	117924	Use a Graphical User Interface (GUI)-based word processor to format documents	2	5
Core	119078	Use a GUI-based word processor to enhance a document through the use of tables and columns	3	5
Core	116942	Use a GUI-based word processor to create merged documents	3	3
Elective	258898	Review and create documents using a Graphical User Interface (GUI)-based word processor	3	7
Learning Programme 4: MS Outlook				
Core	116945	Use electronic mail to send and receive messages	2	2
Core	116935	Enhance, edit and organise electronic messages using a Graphical User Interface (GUI)-based messaging application	2	2
Learning Programme 5: MS PowerPoint				
Core	117923	Use a Graphical User Interface (GUI)-based presentation application to prepare and produce a presentation according to a given brief	2	5
Core	116930	Use a Graphical User Interface (GUI)-based presentation application to enhance presentation appearance	3	5
Learning Programme 6: MS Excel				
Core	116937	Use a Graphical User Interface (GUI)-based spreadsheet application to create and edit spreadsheets	2	4
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	258879	Change the appearance of a spreadsheet	3	3
Learning Programme 7: MS Access				
Core	116936	Use a Graphical User Interface (GUI)-based database application to work with simple databases	3	3
Learning Programme 8: Financial Literacy				
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 Programme 9: Communication				
Fundamental	8973	Use language and communication in occupational learning programmes	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	110023	Present information in report format	4	6
Fundamental	13915	Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation and a specific workplace	3	4

Type	ID	Unit Standard Title	NQF	Credits
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	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

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



Qualification: 63409: NC: Wholesale and Retail Operations
Option 1: Specialisation: Stock Control in a Retail Outlet - Single unit standards material set for a Learnership

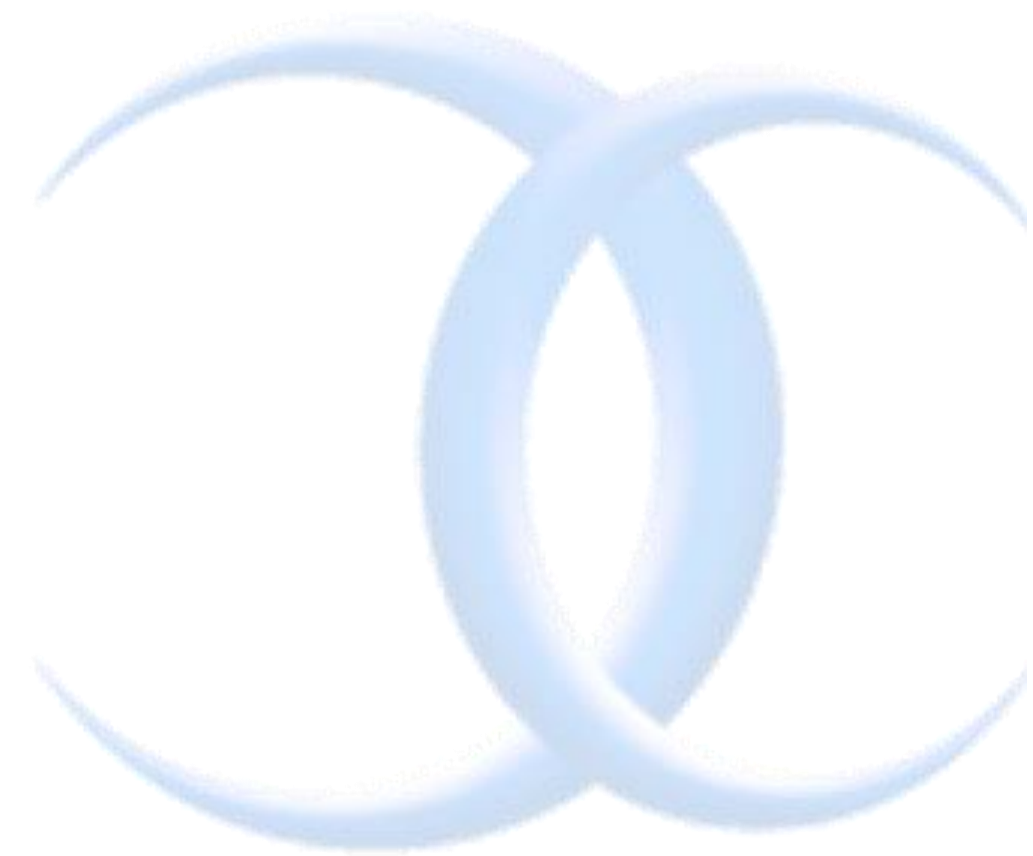
SAQA ID	Qualification Title	NQF	Minimum Credits	Price
63409	National Certificate: Wholesale and Retail Operations (WR SETA) Compulsory Electives: 114891, 114892, 114896, 117897, 258175	3	120	R 15 000

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	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 <i>in a distribution centre</i>	3	8
Compulsory Elective	258175	Break bulk, pack and label stock	2	8
Select an additional minimum 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

Type	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	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:

Type	ID	Unit Standard Title	NQF	Credits
Learning Programme 1: core concepts				
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 Programme 2: 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 Programme 6: Customer 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 Programme 4: Financial 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 Programme 5: Written 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 Programme 6: Mathematical Literacy				
Fundamental	9010	Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations	3	2
Fundamental	9013	Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	3	4
Learning Programme 7: Theft, 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
Learning Programme 8: Receive 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 Programme 9: Deal with Stock				
Compulsory Elective	114891	Count stock for a stock-take (in a retail / wholesale outlet)	2	5
Compulsory Elective	258175	Break bulk, pack and label stock	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 additional ONE 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:

Type	ID	Unit Standard Title	NQF	Credits
Learning Programme 1: Core concepts				
Core	114895	Define the core concepts of the wholesale and retail environment	2	10
Learning Programme 2: 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 Programme 3: Verbal Communication				
Fundamental	119472	Accommodate audience and context needs in oral/signed communication	3	5
Learning Programme 4: Written 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 Programme 5: Financial 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 Programme 6: Mathematical Literacy				
Fundamental	9010	Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations	3	2
Fundamental	9013	Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	3	4
Learning Programme 7: Theft, Fraud and Safety				
Core	258161	Apply theft, fraud and safety controls in a Wholesale and Retail outlet	3	8
Learning Programme 8: Customer Service				
Core	258156	Build customer relations in an operational unit	3	10
Learning Programme 9: Receive 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 Programme 10: Dispatch Stock				
Compulsory Elective	117891	Dispatch stock from a distribution centre (DC/Warehouse)	3	12
Learning Programme 11: Maintain Stock Balances				
Compulsory Elective	117897	Maintain stock balances in a distribution centre	3	8
Elective	114902	Operate a computer	2	6

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
63409	National Certificate: Wholesale and Retail Operations (WR SETA) Compulsory Electives: 114902, 258160, 258162	3	137	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	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 additional minimum 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

Type	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:

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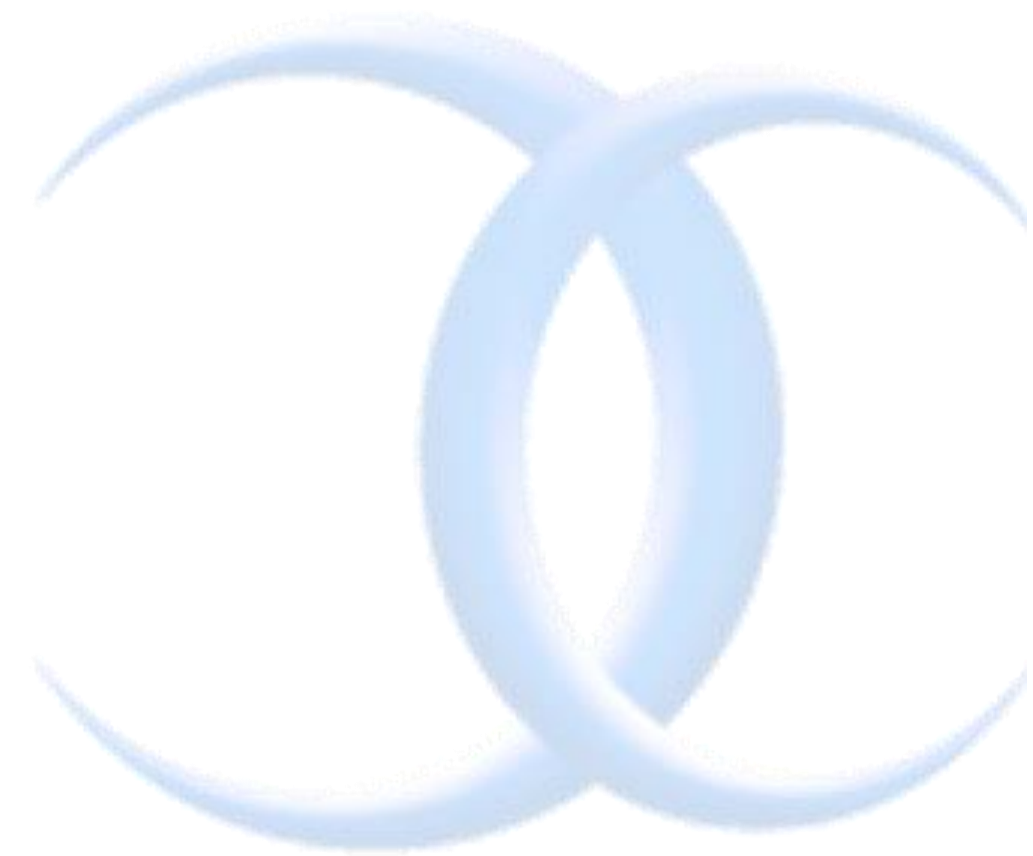
Option 7: Specialisation: Wholesale Sales - Single unit standards material set for a Learnership

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
63409	National Certificate: Wholesale and Retail Operations (WR SETA) Compulsory Electives: 114902, 243680, 243712	3	157	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	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 additional minimum 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

Type	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:

Type	ID	Unit Standard Title	NQF	Credits
Learning Programme 1: Core concepts				
Core	114895	Define the core concepts of the wholesale and retail environment	2	10
Learning Programme 2: 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 Programme 3: Business Communication				
Fundamental	119472	Accommodate audience and context needs in oral/signed 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 Programme 4: 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	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 Programme 5: Bottom 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 Programme 6: Stock Control				
Elective	114891	Count stock for a stock-take	2	5
Elective	243672	Maintain the stockroom	3	10
Learning Programme 7: Sell 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
Learning Programme 8: Customer 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
Learning Programme 9: Deal 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
Learning Programme 10: 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

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

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

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	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
Select an additional minimum 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

Type	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 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	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
Select an additional minimum 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
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

Type	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

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

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
Select an additional minimum 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
67465	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:

Type	ID	Unit Standard Title	NQF	Credits
Learning Programme 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 Programme 2: 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
Learning Programme 3: 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
Learning Programme 4: 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
Learning Programme 5: Numeracy Skills				
Fundamental	9010	Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations	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
Learning Programme 6: Financial Administration				
Fundamental	7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	3	5
Fundamental	11241	Perform Basic Business Calculations	3	6
Learning Programme 7: PC Skills				
Core	7567	Produce and use spreadsheets for business	3	5
Core	7570	Produce word processing documents for business	3	5
Learning Programme 8: Teamwork 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
Core	9533	Use communication skills to handle and resolve conflict in the workplace	3	3
Learning Programme 9: Meeting Administration				
Core	13929	Co-ordinate meetings, minor events and travel arrangements	3	3
Core	13934	Plan and prepare meeting communications	3	4
Learning Programme 10: Business Administration				
Core	13937	Monitor and control office supplies	3	2
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	7706	Maintain a Booking System	3	3
Learning Programme 11: Business Research				
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

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

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:

Type	ID	Unit Standard Title	NQF	Credits
Learning Programme 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 Programme 2: 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
Learning Programme 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
Learning Programme 4: Numeracy Skills				
Fundamental	9010	Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations	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
Learning Programme 5: Financial Administration				
Fundamental	7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	3	5
Fundamental	11241	Perform Basic Business Calculations	3	6
Learning Programme 6: Business Reception				
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
Learning Programme 7: PC Skills				
Core	7567	Produce and use spreadsheets for business	3	5
Core	7570	Produce word processing documents for business	3	5
Learning Programme 8: Teamwork 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
Core	9533	Use communication skills to handle and resolve conflict in the workplace	3	3
Learning Programme 9: Meeting Administration				
Core	13929	Co-ordinate meetings, minor events and travel arrangements	3	3
Core	13934	Plan and prepare meeting communications	3	4
Learning Programme 10: Business Administration				
Core	13937	Monitor and control office supplies	3	2
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	7706	Maintain a Booking System	3	3
Learning Programme 11: Business Research				
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

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: General Receptionist			R5 000-00	
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

Type	ID	Unit Standard Title	NQF	Credits
LP: Hotel Receptionist			R5 000-00	
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

Type	ID	Unit Standard Title	NQF	Credits
LP: Office Administrator			R5 000-00	
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

Type	ID	Unit Standard Title	NQF	Credits
LP: Finance for Non-Financial Administrators			R5 000-00	
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

Type	ID	Unit Standard Title	NQF	Credits
LP: Business calculations and processes			R5 000-00	
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

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

Type	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 enhance team performance	3	5
Core	13914	Conduct a formal meeting	3	3
Core	13915	Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation and a specific workplace	3	4
Core	13916	Identify and keep the records that a team manager is responsible for keeping	3	4
Core	13917	Indicate the role of a team leader ensuring that a team meets an organisation's standards	3	6
Core	13919	Investigate and explain the structure of a selected workplace or organisation	3	10
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 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	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
Select an additional minimum 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
Elective	7571	Demonstrate the ability to use electronic mail software to send and 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
Elective	9302	Access information in order to respond to client enquiries in a financial 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
Elective	13943	Analyse new developments reported in the media that could impact on a business sector or industry	4	10
Elective	13944	Describe the relationship of junior management to the general 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	5	3
Elective	15224	Empower team members through recognising strengths, encouraging 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
83946	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
Learning Programme 1: Role of the Supervisor				
Core	13912	Apply knowledge of self and team in order to develop a plan to enhance team performance	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 programmes	3	5
Learning Programme 2: Supervision as a management function				
Core	13919	Investigate and explain the structure of a selected workplace or 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 Programme 3: 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
Learning Programme 4: Internal environment of the supervisor				
Core	13915	Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation and a specific workplace	3	4
Fundamental	9012	Investigate life and work related problems using data and probabilities	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	9013	Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	3	4
Learning Programme 5: Functioning as a supervisor				
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 personal, business and national issues	3	5
Learning Programme 6: 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 Programme 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
Learning Programme 8: 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

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

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 Programme 1: Role of the Supervisor				
Core	13912	Apply knowledge of self and team in order to develop a plan to 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
Learning Programme 2: Management 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 Programme 3: 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 Programme 4: Mathematical skills				
Fundamental	9010	Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations	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
Fundamental	9012	Investigate life and work related problems using data and probabilities	3	5
Learning Programme 5: Motivation 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 Programme 6: Deal 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 Programme 7: Organisational environment				
Core	13915	Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation and a specific workplace	3	4
Core	14665	Interpret current affairs related to a specific business sector	3	10
Learning Programme 8: MS Word and Excel				
Elective	7570	Produce word processing documents for business	3	5
Elective	7567	Produce and use spreadsheets for business	3	5
Learning Programme 9: MS 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

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: Business Team Leader			R5 000-00	
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 Programme 1: Contact 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 Programme 2: Communication 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 Programme 3: Mathematical and Financial Literacy				
Fundamental	9013	Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	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 Programme 4: Call 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 Programme 5: Customer 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 Programme 6: Debt Recovery				
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 Programme 7: Data 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 Programme 8: Problem Solving				
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 Programme 9: Time 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 Programme 10: Team Performance and Safety Awareness				
Core	13912	Apply knowledge of self and team in order to develop a plan to enhance team performance	3	5
Elective	259639	Explain basic health and safety principles in and around the workplace	2	4

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

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:

Type	ID	Unit Standard Title	NQF	Credits
Learning Programme 1: Contact Centre and BPO Practices				
Core	377420	Demonstrate an understanding of Contact Centre and BPO working practices	3	4
Fundamental	119472	Accommodate audience and context needs in oral/signed communication	3	5
Learning Programme 2: Communication 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 Programme 3: Mathematical and Financial Literacy				
Fundamental	9013	Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	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 Programme 4: Call 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 Programme 5: Customer 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 Programme 6: Debt Recovery				
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 Programme 7: Data 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 Programme 8: Time 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 Programme 9: Team Performance and Safety Awareness				
Core	13912	Apply knowledge of self and team in order to develop a plan to enhance team performance	3	5
Elective	259639	Explain basic health and safety principles in and around the workplace	2	4

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

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

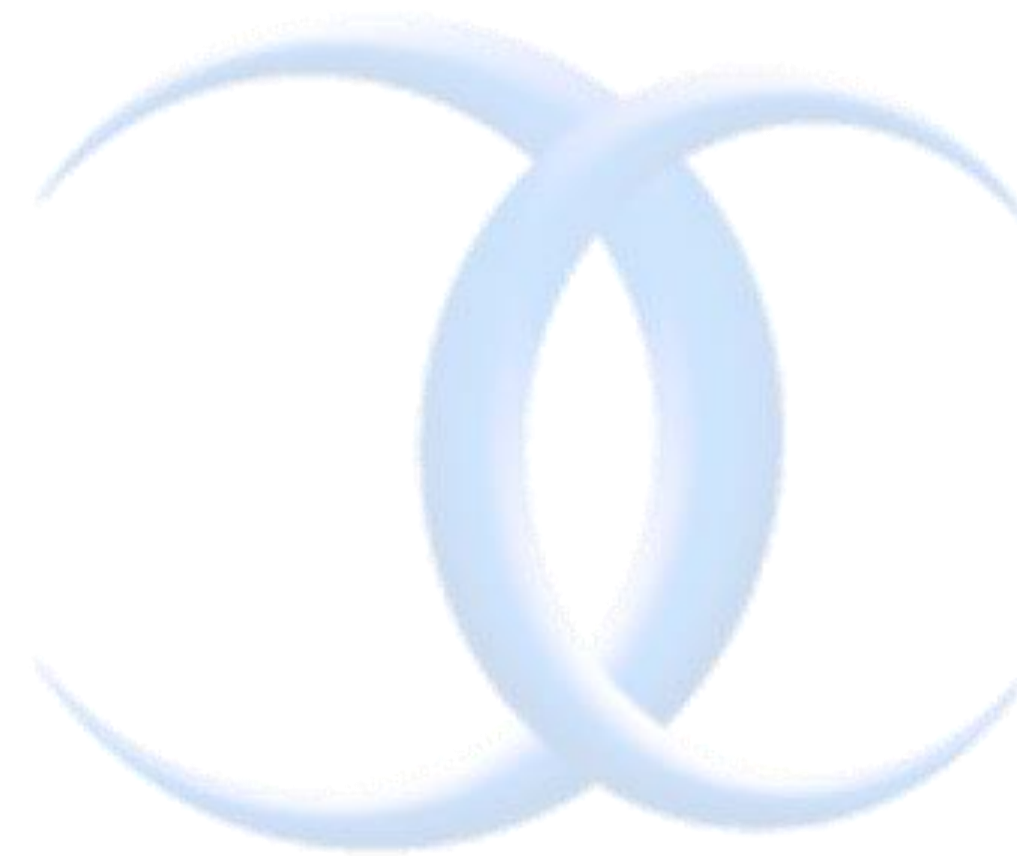
The *integrated* learning material sets are presented as learning programmes:

Type	ID	Unit Standard Title	NQF	Credits
Learning Programme 1: Contact Centre and BPO Practices				
Core	377420	Demonstrate an understanding of Contact Centre and BPO working practices	3	4
Fundamental	119472	Accommodate audience and context needs in oral/signed communication	3	5
Learning Programme 2: Communication 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 Programme 3: Mathematical and Financial Literacy				
Fundamental	9013	Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	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 Programme 4: Call 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 Programme 5: Customer 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 Programme 6: Debt Recovery				
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 Programme 7: Data 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 Programme 8: Problem Solving				
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 Programme 9: Time 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 Programme 10: Team Performance and Safety Awareness				
Core	13912	Apply knowledge of self and team in order to develop a plan to enhance team performance	3	5
Elective	259639	Explain basic health and safety principles in and around the workplace	2	4

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: Data Capturer			R3 500-00	
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
49397	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 additional minimum of 29 credits from the list below for a learnership				
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
49397	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 Programme 1: Lead a Team and Supervise Customer Service Standards				
Core	13917	Indicate the role of a team leader ensuring that a team meets an organisation's standards	3	6
Core	118028	Supervise customer service standards	4	8
Learning Programme 2: Lead 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 Programme 3: Analyse and Supervise Financial Performance				
Elective	117156	Interpret basic financial statements	4	4
Core	118037	Supervise sales performance	4	8
Learning Programme 4: Supervise promotional activities				
Elective	118033	Supervise promotional activities	4	8
Learning Programme 5: Build customer relations				
Elective	258156	Build customer relations in an operational unit	3	10
Learning Programme 6: Supervise 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
Learning Programme 7: Fundamental 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 Programme 8: Fundamental 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

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

Qualification: 50080: FETC: Project Management
Option 1: Single unit standards material set

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

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

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 additional minimum of 14 credits from the list below				
Elective	13912	Apply knowledge of self and team in order to develop a plan to enhance team performance	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:

Type	ID	Unit Standard Title	NQF	Credits
Learning Programme 1: 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 Programme 2: 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 Programme 3: 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 Programme 4: Project budgeting and risk management				
Core	120375	Participate in the estimation and preparation of cost budget for a project or sub project and monitor and control actual cost against budget	4	6
Core	120374	Contribute to the management of project risk within own field of expertise	4	5
Learning Programme 5: 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 Programme 6: 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 Programme 7: 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
Learning Programme 8: 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 Programme 9: Project supervision				
Elective	120388	Supervise a project team of a small project to deliver project objectives	5	14

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
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:

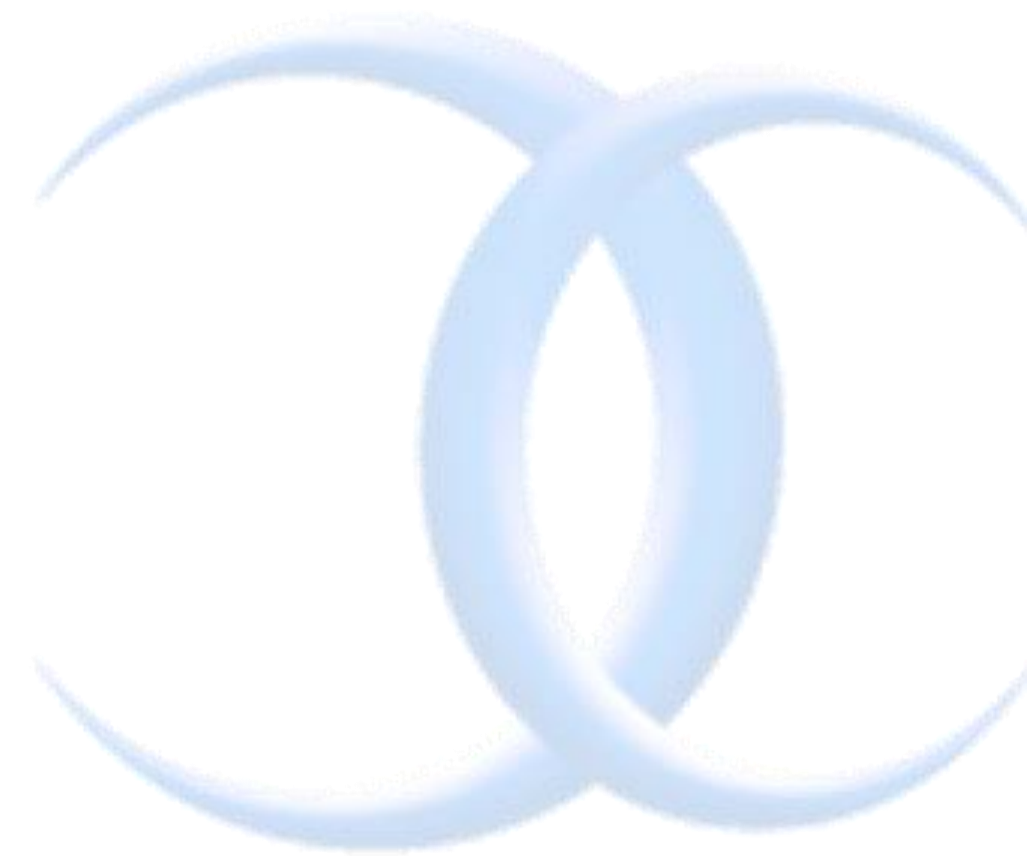
Type	ID	Unit Standard Title	NQF	Credits
Learning Programme 1: Project Management introduction				
Core	120372	Explain fundamentals of project management	4	5
Core	120373	Contribute to project initiation, scope definition and scope change control	4	9
Learning Programme 2: Project planning				
Core	120379	Work as a project team member	4	8
Core	120384	Develop a simple schedule to facilitate effective project execution	4	8
Learning Programme 3: 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 Programme 4: Project budgeting and risk management				
Core	120375	Participate in the estimation and preparation of cost budget for a project or sub project and monitor and control actual cost against budget	4	6
Core	120374	Contribute to the management of project risk within own field of expertise	4	5
Learning Programme 5: 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 Programme 6: 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 Programme 7: 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
Learning Programme 8: 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 Programme 9: Support the 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

Additional and Separate Integrated Learning Programmes

Type	ID	Unit Standard Title	NQF	Credits
LP: The Project Manager			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 Scheduling and Quality Management			R3 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
50081	Further Education and Training Certificate: Leadership Development (LGSETA)	4	160	R 15 000

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

Type	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 in a leadership context	4	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 additional minimum of 16 credits and a minimum of 3 Unit Standards from the list below				
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

Additional and Separate Integrated Learning Programmes

Type	ID	Unit Standard Title	NQF	Credits
LP: Strategic Local Government Management			R6 500-00	
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
ONLY Additional and Separate Integrated Learning Programmes

Type	ID	Unit Standard Title	NQF	Credits
LP: Coaching and Support			R3 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
57712	Further Education and Training Certificate: Generic Management (SSETA)	4	150	R 15 000

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

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)	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 additional minimum 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
57712	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
Learning Programme 1: The 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 Programme 2: Business 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 Programme 3: Occupational 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 Programme 4: Problem-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 Programme 5: Leading 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 Programme 6: The 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 Programme 7: Time 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 Programme 8: Performance 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 Programme 9: Budgeting				
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

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

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
57712	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 Programme 1: The 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 Programme 2: Business 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 Programme 3: Occupational 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 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 Programme 5: Leading 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 Programme 6: The 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 Programme 7: Time 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 Programme 8: Team 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 Programme 9: Problem Solving and Budgeting				
Core	242810	Manage expenditure against a budget	4	6
Core	242817	Solve problems, make decisions and implement solutions	4	8

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

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

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
57712	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 Programme 1: The 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 Programme 2: Business 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 Programme 3: Occupational 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 Programme 4: Problem 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 Programme 5: Leading 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 Programme 6: The 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 Programme 7: Time 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 Programme 8: Team 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 Programme 9: Budgeting				
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

Additional and Separate Integrated Learning Programmes

Type	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

Type	ID	Unit Standard Title	NQF	Credits
LP: Advanced Team Management			R3 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
57712	Further Education and Training Certificate: Generic Management (SSETA)	4	150	R 15 000

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

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)	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 additional minimum 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
57712	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
Learning Programme 1: The 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 Programme 2: Business 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 Programme 3: Occupational 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 Programme 4: Problem-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 Programme 5: Leading 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 Programme 6: The 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 Programme 7: Time 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 Programme 8: Performance 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 Programme 9: Budgeting				
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

Additional and Separate Integrated Learning Programmes

Type	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

Type	ID	Unit Standard Title	NQF	Credits
LP: Advanced Team Management			R3 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

Type	ID	Unit Standard Title	NQF	Credits
LP: Business Administration			R5 000-00	
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
57712	Further Education and Training Certificate: Generic Management (LG SETA)	4	150	R 15 000

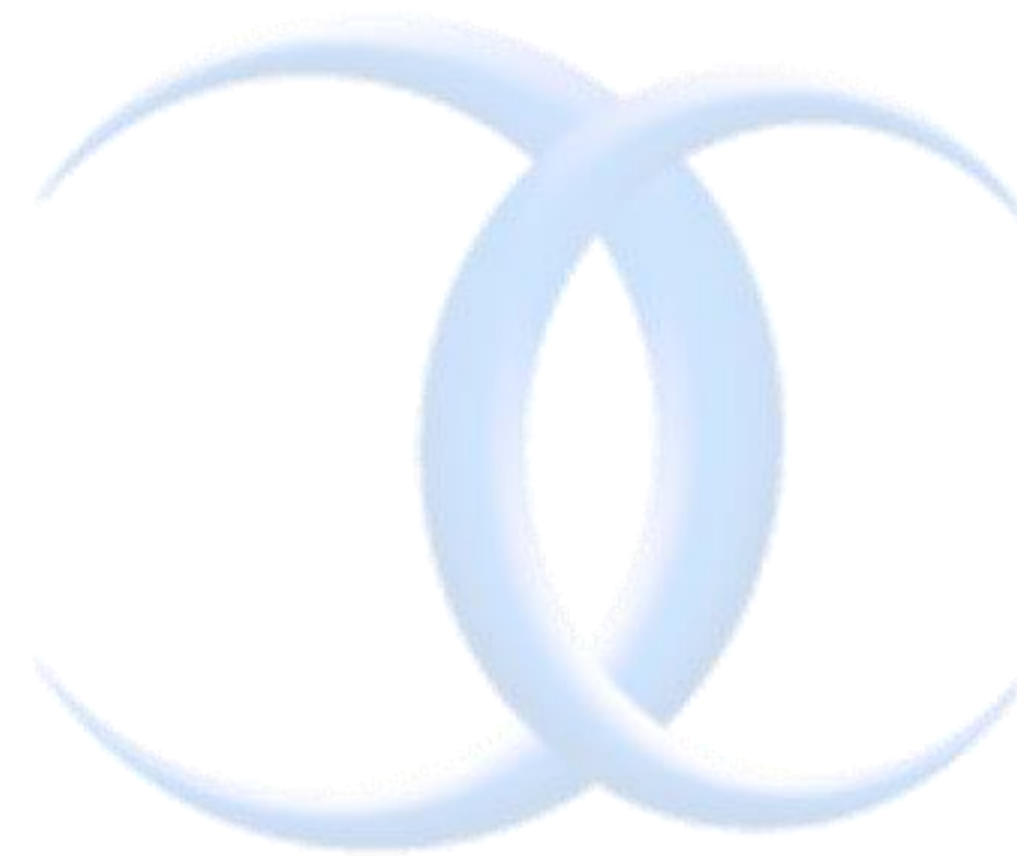
The individual unit standard learning material sets have been developed for the following:

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)	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 additional minimum 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	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

Additional and Separate Integrated Learning Programmes

Type	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

Type	ID	Unit Standard Title	NQF	Credits
LP: Advanced Team Management			R3 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 8: LP 93950: Human Resource Support - Single unit standards material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
57712	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:

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)	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 additional minimum of 22 credits from the list below				
Elective	10978	Recruit and select candidates to fill defined positions	4	10
Elective	10981	Supervise work unit to achieve work unit objectives (individuals and teams)	4	12
Elective	11473	Manage individual and team performance	4	8
Elective	13934	Plan and prepare meeting communications	3	4
Elective	113909	Coach a team member in order to enhance individual performance in work environment	3	5
Elective	114941	Apply knowledge of HIV/AIDS to a specific business sector and a 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

Additional and Separate Integrated Learning Programmes

Type	ID	Unit Standard Title	NQF	Credits
LP: Advanced Team Management			R3 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 9: LP 83987: Inventory Control - Integrated programmes material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
57712	Further Education and Training Certificate: Generic 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 Programme 1: The role of the manager				
Core	242821	Identify responsibilities of a team leader in ensuring that organisational standards are met	4	6
Learning Programme 2: Business 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 Programme 3: Occupational 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 Programme 4: Problem-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 Programme 5: Lead 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 Programme 6: The 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 Programme 7: Time 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 Programme 8: Inventory control				
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 Programme 9: Budgeting				
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

Additional and Separate Integrated Learning Programmes

Type	ID	Unit Standard Title	NQF	Credits
LP: Advanced Team Management			R3 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 10: LP 83989: Manufacturing Control - Integrated programmes material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
57712	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 Programme 1: The role of the manager				
Core	242821	Identify responsibilities of a team leader in ensuring that organisational standards are met	4	6
Learning Programme 2: Business 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 Programme 3: Occupational 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 Programme 4: Problem-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 Programme 5: Lead 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 Programme 6: The 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 Programme 7: Time 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 Programme 8: Manufacturing 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 Programme 9: Budgeting				
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

Additional and Separate Integrated Learning Programmes

Type	ID	Unit Standard Title	NQF	Credits
LP: Advanced Team Management			R3 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 11: LP 79286: Process Manufacturing - Single unit standards material set

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

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

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)	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 additional minimum 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
57712	Further Education and Training Certificate: Generic Management (PSETA)	4	150	R 15 000

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

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)	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 additional minimum 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

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
57712	Further Education and Training Certificate: Generic Management (PSETA) 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
Learning Programme 1: The 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 Programme 2: Business 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 Programme 3: Occupational 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 Programme 4: Problem-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 Programme 5: Leading 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 Programme 6: The 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 Programme 7: Time 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 Programme 8: Performance 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 Programme 9: Budgeting				
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

Additional and Separate Integrated Learning Programmes

Type	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

Type	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	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
57712	Further Education and Training Certificate: Generic Management (WR SETA)	4	150	R 15 000

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

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)	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 additional minimum of 22 credits from the list below				
Elective	11473	Manage individual and team performance	4	8
Elective	12544	Facilitate the preparation and presentation of evidence for 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	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 15: LP63333: Wholesale and Retail Management - Integrated programmes material set

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
57712	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:

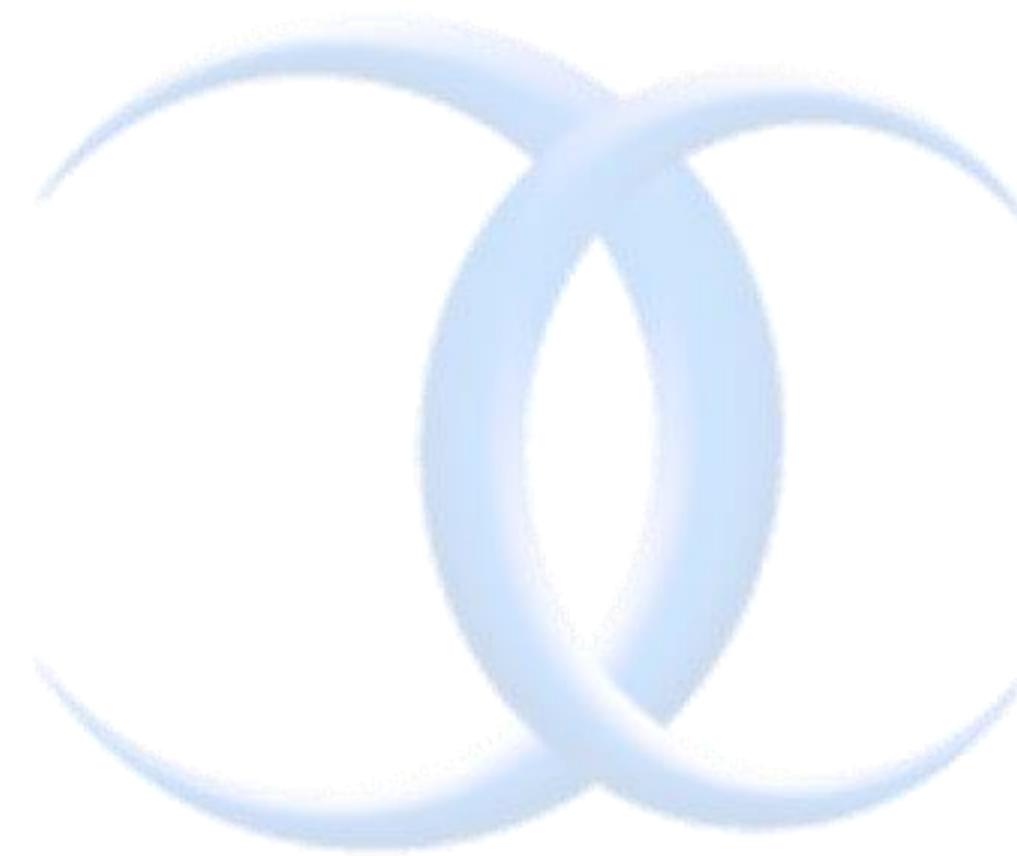
Type	ID	Unit Standard Title	NQF	Credits
Learning Programme 1: The role of the manager				
Core	242821	Identify responsibilities of a team leader in ensuring that organisational standards are met	4	6
Elective	242818	Describe the relationship of junior management to other roles	3	5
Elective	13952	Demonstrate basic understanding of the Primary labour legislation that impacts on a business unit	4	8
Learning Programme 2: Business 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 Programme 3: Occupational 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 Programme 4: Problem-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 Programme 5: Lead 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 Programme 6: The 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 Programme 7: Time 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 Programme 8: Performance 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 Programme 9: Budgeting				
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

Additional and Separate Integrated Learning Programmes

Type	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

Type	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	242821	Identify responsibilities of a team leader in ensuring that organisational standards are met	4	6



Qualification: 58063: FETC: Labour Recruitment Services
ONLY Additional and Separate Integrated Learning Programmes

Type	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
58761	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:

Type	ID	Unit Standard Title	NQF	Credits
Learning Programme 1: Understanding ECD				
Core	244484	Demonstrate knowledge and understanding of the development of babies, toddlers and young children	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 Programme 2: Plan and prepare for ECD				
Core	244468	Prepare resources and set up the environment to support the development of babies, toddlers and young children	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 Programme 3: Facilitate and monitor the development of babies, toddlers and young children				
Core	244480	Facilitate the holistic development of babies, toddlers and young children	4	16
Core	244475	Observe and report on child development	4	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 oral/signed communication and evaluate spoken/signed texts	4	5
Learning Programme 4: Provide care and support to babies, toddlers and young children				
Core	244462	Work with families and communities to support Early Childhood Development	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 Programme 5: Manage 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	4	6
Learning Programme 6: Evaluate 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

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

Qualification: 61595: FETC: Business Administration Services
Option 1: LP 35928: General - Single unit standards material set

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

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

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 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	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	4	5
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	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
61595	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:

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

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

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

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

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 additional minimum 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

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

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 additional minimum of 11 credits from the list below				
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
61595	Further Education and Training Certificate: Business Administration Services (SABPP)	4	140	R 15 000

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

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 additional minimum 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

Additional and Separate Integrated Learning Programmes

Type	ID	Unit Standard Title	NQF	Credits
LP: Work and Career Orientation			R6 500-00	
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

Type	ID	Unit Standard Title	NQF	Credits
LP: Administration			R6 500-00	
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 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: Personal Effectiveness 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 relationships in a project team			R3 500-00	
Core	7791	Display cultural awareness in dealing with customers and colleagues	4	4
Core	10135	Work as a project team member	4	8

Type	ID	Unit Standard Title	NQF	Credits
LP: Solve problems and deal with meetings			R3 500-00	
Elective	9244	Plan and conduct meetings	4	4
Elective	242817	Solve problems, make decisions and implement solutions	4	8

Type	ID	Unit Standard Title	NQF	Credits
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

Type	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

Type	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
64069	Further Education and Training Certificate: Archives and Records Management (ETDP) Electives: 110000, 242814	4	141	R 15 000

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

Type	ID	Unit Standard Title	NQF	Credits
Learning Programme 1: Business 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 Programme 2: Occupational 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 Programme 3: 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 Programme 4: Manage 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 Programme 5: Provide 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 Programme 6: Administer 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 Programme 7: Archives 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

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) Electives: 110000, 242814	4	141	R 15 000

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

Type	ID	Unit Standard Title	NQF	Credits
Learning Programme 1: Business 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 Programme 2: Occupational 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 Programme 3: 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 Programme 4: Manage 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 Programme 5: Provide 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 Programme 6: Administer 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 Programme 7: Archives 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

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

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

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

Type	ID	Unit Standard Title	NQF	Credits
Learning Programme 1: Business 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 Programme 2: Occupational 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 Programme 3: 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 Programme 4: Manage 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 Programme 5: Provide 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 Programme 6: Administer 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 Programme 7: Archives 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

Additional and Separate Integrated Learning Programmes

Type	ID	Unit Standard Title	NQF	Credits
LP: Provide frontline customer services for archives and records			R5 000-00	
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

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

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

Type	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
Core	116394	Implement and manage human resource and labour relations 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
Core	263514	Demonstrate an understanding of the function of the market mechanisms in a new venture	4	5
Core	263534	Implement an action plan for a new venture	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
Select an additional minimum of 11 credits from the list below				
Elective	13912	Apply knowledge of self and team in order to develop a plan to enhance team performance	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	13945	Describe and apply the management of stock and fixed assets in a business unit	4	2
Elective	13952	Demonstrate basic understanding of the Primary labour legislation 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
Elective	120392	Apply the concept and principles of knowledge management to 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:

Type	ID	Unit Standard Title	NQF	Credits
Learning Programme 1: The Entrepreneur				
Core	263356	Demonstrate an understanding of an entrepreneurial profile	4	5
Learning Programme 2: Business 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 Programme 3: 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: Maths 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 Programme 5: Research 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 Programme 6: Create 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
Learning Programme 7: Finance 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 Programme 8: Manage staff				
Core	116394	Implement and manage human resource and labour policies and acts	4	9
Core	120389	Explain and apply the concept, principles and theories of motivation in a leadership context	4	6
Learning Programme 9: Understand marketing				
Elective	115857	Explain marketing for SMMEs	4	6
Core	263514	Demonstrate an understanding of the function of the market mechanisms in a new venture	4	5
Learning Programme 10: Manage administration and negotiate an agreement				
Core	114805	Manage general administration	4	4
Core	13948	Negotiate an agreement or deal in an authentic work situation	4	5
Learning Programme 11: Manage contracts and production				
Elective	119671	Administer contracts for a selected new venture	3	10
Core	263434	Plan and manage production / operations in a new venture	4	6
Learning Programme 12: Improve new venture performance				
Core	263456	Plan strategically to improve new venture performance	4	4
Core	263474	Manage finances of a new venture	4	6

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: 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

SAQA 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	NQF	Credits
Learning Programme 1: Structure of the financial services industry				
Elective	113922	Explain the structure of the financial services industry in South Africa	3	3
Learning Programme 2: Legislation, compliance and ethics				
Core	12164	Demonstrate knowledge and insight of the Financial Advisory and Intermediary Services Act (FAIS) (Act 37 of 2002)	4	2
Core	14506	Explain the Finance Intelligence Centre Act, Act 38 of 2001 and its implications for client relations	4	3
Core	120017	Demonstrate knowledge and understanding of aspects of the regulatory framework relating to consumer credit agreements in Retail Insurance in South Africa	4	2
Core	14979	Describe issues of compliance or non-activity that could result in civil or criminal liability in terms of business law	4	2
Core	13940	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	117129	Apply the regulations for disclosure that are required as part of the financial sales process	4	2
Learning Programme 3: Short term insurance				
Core	114964	Describe short term insurance	3	3
Elective	117121	Apply knowledge and insight into the Short Term Insurance Act (No 53 of 1998) and the accompanying regulations	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 insurance	4	2
Learning Programme 4: Developments in the media that impact Short Term Insurance				
Core	120019	Analyse new developments reported in the media that could impact on Short Term insurance	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	117126	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				
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	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]	3	5
Fundamental	8973	Use language and communication in occupational learning programmes [2nd language]	3	5
Learning Programme 8: Mathematical literacy				
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	4	6
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	4	4
Learning Programme 9: Financial literacy				
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	4	6
Fundamental	117127	Describe and apply the basic principles of personal income tax	4	3
Fundamental	117156	Interpret basic financial statements	4	4

Type	ID	Unit Standard Title	NQF	Credits
Fundamental	117158	Investigate ways of managing financial risk in own lives	4	5
Learning Programme 10: Economics and risk in the work environment				
Core	117132	Explain basic economics	3	3
Core	119265	Manage risk in own work environment	4	2
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 (SABPP) 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:

Type	ID	Unit Standard Title	NQF	Credits
Learning Programme 1: Business communication and writing skills				
Fundamental	8973	Use language and communication in occupational learning programmes [2nd language]	3	5
Fundamental	8968	Accommodate audience and context needs in oral communication [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	8976	Write for a wide range of contexts	4	5
Fundamental	8975	Read analyse and respond to a variety of texts	4	5
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	6
Core	117495	Assess legal contracts for business	4	8
Learning Programme 3: Employee engagement				
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				
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	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

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

Qualification: 67464: FETC: Marketing
Option 1: LP 59276: Customer Management - Single unit standards material set

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

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

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 elective unit standards				
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
67464	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:

Type	ID	Unit Standard Title	NQF	Credits
Learning Programme 1: Marketing Ethics and Code of Conduct				
Core	252209	Instil in oneself a personal marketing culture	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
Learning Programme 2: Occupational 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
Fundamental	119471	Use language and communication in occupational learning programmes	4	5
Learning Programme 3: 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: Maths 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 Programme 5: Marketing 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 Programme 6: Marketing 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
Learning Programme 7: Marketing 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 Programme 8: Marketing 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
Learning Programme 9: Customer Management				
Elective	252214	Conduct follow-up with customers to evaluate satisfaction levels	4	6
Elective	252196	Describe features, advantages and benefits of products and services	4	4
Elective	118028	Supervise customer service standards	4	8

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

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

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

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 elective unit standards				
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
67464	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:

Type	ID	Unit Standard Title	NQF	Credits
Learning Programme 1: Marketing Ethics and Code of Conduct				
Core	252209	Instil in oneself a personal marketing culture	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
Learning Programme 2: Occupational Learning and 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 Programme 3: 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 Programme 4: Maths 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 Programme 5: Marketing 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 Programme 6: Marketing 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
Learning Programme 7: Marketing 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 Programme 8: Marketing 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
Learning Programme 9: Marketing 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

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

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

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

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

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 elective unit standards				
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
67464	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:

Type	ID	Unit Standard Title	NQF	Credits
Learning Programme 1: Marketing Ethics and Code of Conduct				
Core	252209	Instil in oneself a personal marketing culture	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
Learning Programme 2: Occupational Learning and 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 Programme 3: 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 Programme 4: Maths 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 Programme 5: Marketing 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 Programme 6: Marketing 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
Learning Programme 7: Marketing 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 Programme 8: Marketing 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
Learning Programme 9: Marketing Management				
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

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: Marketing & Advertising Fundamentals			R5 000-00	
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
78964	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:

Type	ID	Unit Standard Title	NQF	Credits
Learning Programme 1: Computer technology in the organisation				
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 Programme 2: Computer 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 Programme 3: Data communication and networking				
Core	14913	Explain the principles of computer networks	3	5
Elective	14947	Describe data communications	3	4
Learning Programme 4: Install printers and copiers				
Elective	14945	Describe and install computer printers	4	2
Elective	14941	Describe and install colour copiers/printers	4	4
Elective	14946	Describe and install photocopier machines	4	3
Elective	14948	Describe and install high-volume photocopier machines	4	4
Learning Programme 5: Install scanners and facsimile machines				
Elective	14936	Describe and install scanning systems	4	3
Elective	14952	Describe and install a facsimile machine	4	2
Learning Programme 6: Preventative 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 Programme 7: Customer 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 Programme 8: Resolve computer user problems				
Core	14919	Resolve computer user's problems	4	5
Core	14938	Resolve technical computer problems	4	5
Learning Programme 9: 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 Programme 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
Learning Programme 11: 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

Type	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	377480	Perform a specialised manicure and pedicure using various techniques	4	2

Type	ID	Unit Standard Title	NQF	Credits
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:

Type	ID	Unit Standard Title	NQF	Credits
Learning Programme 1: Contact Centres and Occupational Learning				
	N/A	Introduction to Contact Centres		
Learning Programme 2: Business 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 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 Programme 5: 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 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 Programme 8: Contact Centre Supervisory Activities				
Elective	10328	Implement and co-ordinate Contact Centre activities in a commercial environment	4	18

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

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:

Type	ID	Unit Standard Title	NQF	Credits
Learning Programme 1: Contact Centres and Occupational Learning				
	N/A	Introduction to Contact Centres		
Learning Programme 2: Business 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 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 Programme 5: 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 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 Programme 8: Contact Centre Supervisory Activities				
Elective	10327	Provide coaching to personnel within a Contact Centre	4	10

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

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:

Type	ID	Unit Standard Title	NQF	Credits
Learning Programme 1: Contact Centres and Occupational Learning				
	N/A	Introduction to Contact Centres		
Learning Programme 2: Business 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 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 Programme 5: 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 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 Programme 8: Contact Centre Supervisory Activities				
Elective	10978	Recruit and select candidates to fill defined positions	4	10

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

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) Electives: 116919, 116921	5	127	R 15 000

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

Type	ID	Unit Standard Title	NQF	Credits
Learning Programme 1: Use communication to apply SA transformative HRD legislation to Organisational Transformation				
Fundamental	8647	Apply workplace communication skills	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 Programme 2: Implement 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 Programme 3: Apply 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 Programme 4: Underpin OT through the use of a value system				
Core	116949	Establish how a value system underpins organisational transformation	5	12
Learning Programme 5: Use Employment Equity in the Organisation				
Core	116927	Apply the principles of employment equity to organisational transformation	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

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

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:

Type	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 module (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 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
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 *integrated* learning material sets are presented as learning programmes:

Type	ID	Unit Standard Title	NQF	Credits
Learning Programme 1: Communicate in ETD settings				
Core	114924	Demonstrate understanding of the outcomes-based education & training approach within the context of NQF	5	5
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 Programme 2: 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
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	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				
Elective	115759	Conduct moderation of outcomes-based assessments	6	10

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

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

Option 3: Specialisation: SDF – ELO based– Integrated programmes 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 *integrated* learning material sets are presented as learning programmes:

Type	ID	Unit Standard Title	NQF	Credits
Learning Programme 1: 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 Programme 2: Design 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 Programme 3: Facilitate 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 Programme 4: Engage 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 Programme 5: Provide 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 Programme 6: Conduct 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

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: SDF 1			R6 000-00	
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

Type	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
58820	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:

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	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 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
58820	National Certificate: Advertising: Client Service (MICTS) Compulsory Electives: 10066, 244586	5	124	R 15 000

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

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	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	10066	Establish customer needs and relationships	5	16
Compulsory	244586	Contract suppliers for advertising assignments	5	15
Select an additional minimum 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
59201	National Certificate: Generic Management (SSETA)	5	162	R 15 000

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

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 additional minimum 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

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
59201	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:

Type	ID	Unit Standard Title	NQF	Credits
Learning Programme 1: Leadership				
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 Programme 2: Relationship 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 Programme 3: Diversity 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 Programme 4: People 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 Programme 5: Financial Management				
Fundamental	252036	Apply mathematical analysis to economic and financial information	5	6
Fundamental	252040	Manage the finances of a unit	5	8
Learning Programme 6: Best 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 Programme 7: Change 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

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
59201	National Certificate: Generic Management (SSETA)	5	162	R 15 000

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

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 additional minimum 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
59201	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 Programme 1: Leadership				
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 Programme 2: Relationship 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 Programme 3: Customer 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 Programme 4: People 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 Programme 5: Financial Management				
Fundamental	252036	Apply mathematical analysis to economic and financial information	5	6
Fundamental	252040	Manage the finances of a unit	5	8
Learning Programme 6: Ethics 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 Programme 7: Change 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

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

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

SAQA ID	Qualification Title	NQF	Minimum Credits	Price
59201	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:

Type	ID	Unit Standard Title	NQF	Credits
Learning Programme 1: Leadership				
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 Programme 2: Relationship 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 Programme 3: Customer 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 Programme 4: People 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 Programme 5: Financial Management				
Fundamental	252036	Apply mathematical analysis to economic and financial information	5	6
Fundamental	252040	Manage the finances of a unit	5	8
Learning Programme 6: Ethics 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 Programme 7: Change 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

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

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

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

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

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 additional minimum 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
59201	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:

Type	ID	Unit Standard Title	NQF	Credits
Learning Programme 1: Leadership				
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 Programme 2: Relationship 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 Programme 3: Shrinkage Management				
Elective	255499	Manage shrinkage and losses in a wholesale and retail unit	5	12
Learning Programme 4: People 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 Programme 5: Financial Management				
Fundamental	252036	Apply mathematical analysis to economic and financial information	5	6
Fundamental	252040	Manage the finances of a unit	5	8
Learning Programme 6: Ethics 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 Programme 7: Change 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
Learning Programme 9: Discipline Management				
Elective	255514	Conduct a disciplinary hearing	5	15

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

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

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

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

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
Compulsory Elective	255514	Conduct a disciplinary hearing	5	15
Select an additional minimum 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

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

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

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 additional minimum 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
59201	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:

Type	ID	Unit Standard Title	NQF	Credits
Learning Programme 1: Leadership				
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 Programme 2: Relationship 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 Programme 3: Diversity 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 Programme 4: People 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 Programme 5: Financial Management				
Fundamental	252036	Apply mathematical analysis to economic and financial information	5	6
Fundamental	252040	Manage the finances of a unit	5	8
Learning Programme 6: Best 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 Programme 7: Change 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

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

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

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

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

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 additional minimum 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
59201	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 Programme 1: Leadership				
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 Programme 2: Relationship 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 Programme 3: Customer 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 Programme 4: People 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 Programme 5: Financial Management				
Fundamental	252036	Apply mathematical analysis to economic and financial information	5	6
Fundamental	252040	Manage the finances of a unit	5	8
Learning Programme 6: Ethics 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 Programme 7: Change 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

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

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

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:

Type	ID	Unit Standard Title	NQF	Credits
Learning Programme 1: Apply 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 Programme 2: Provide 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 Programme 3: Manage 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 persuasive copy for marketing communications			R5 000-00	
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:

Type	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 additional minimum 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
63769	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:

Type	ID	Unit Standard Title	NQF	Credits
Learning Programme 1: Understand business applications and systems				
Fundamental	114050	Explain the principles of business and the role of information technology	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 Programme 2: Operate in a professional and innovative manner				
Fundamental	114055	Demonstrate an awareness of ethics and professionalism for the computer industry in South Africa	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
Learning Programme 3: Assist with requirement specifications				
Fundamental	115835	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 Programme 4: Build client relationships				
Fundamental	12433	Use communication techniques effectively	5	8
Fundamental	119173	Develop and maintain effective working relationship with clients	5	8
Learning Programme 5: Model 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 Programme 6: Decide 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 Programme 7: Develop 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 Programme 8: Support 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

Type	ID	Unit Standard Title	NQF	Credits
<i>LP: Manage documentation and records in a QMS</i>			R3 500-00	
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:

Type	ID	Unit Standard Title	NQF	Credits
Learning Programme 1: Analyse organisational needs and deliver services				
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	6	12
Learning Programme 2: Evaluate financial information of a business				
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				
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				
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				
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				
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				
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	116368	Apply basic business marketing practices	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

SP: Bar Attendant - HSP/BarAtt/2/0027				
Type	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
			Total 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
Type	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
Type	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
Type	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	
Type	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	
Type	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	
Type	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	
Type	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	
Type	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	
Type	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	
Type	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

				R5 000.00	
Type	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 Filler (Safety) - 27/SP-833401/She2/00257

				R3 500.00	
Type	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

				R3 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	Occupational Certificate: Sales Assistant (General) (Retail Sales Advisor)	3	54	R 16 200
Curriculum	522301001	Retail Sales Advisor		
Associated Occupation	522301	Sales Assistant (General)		
Occupation or Specialisation	522301001	Retail Sales Advisor		
Assessment Quality Partner	Wholesale and Retail SETA			
Part Qualification 1	Part qualification is included in the material set, providing the option for the learner to do either the full qualification or the part qualification: Customer service assistant, NQF Level 03, 31 Credits			

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			
522301001-PM-01	Interact with different types of customers and present a positive image	2	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 Modules			
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 requirements are met, for the learning material clients.*

Contact details

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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™**.
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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.