

PSETA, SERVICES SETA & ETDP SETA HISTORICAL QUALIFICATIONS

SERVICES SETA QUALIFICATIONS	SAQA ID	NOF LEVEL	CREDITS	DURATION
NATIONAL CERTIFICATE: PUBLIC ADMINISTRATION	50060	5	141	12 MONTHS
NATIONAL DIPLOMA: PUBLIC ADMINISTRATION	57897	6	240	24 MONTHS
NATIONAL DIPLOMA (ADVANCED): PUBLIC ADMINISTRATION	57827	7	260	24 MONTHS
FURTHETR EDUCATION AND TRAINING CERTIFICATE: NEW VENTURE CREATION	66249	4	149	12 MONTHS
FURTHETR EDUCATION AND TRAINING CERTIFICATE: GENERIC MANAGEMENT	57712, LP 74630	4	150	12 MONTHS
FURTHETR EDUCATION AND TRAINING CERTIFICATE: GENERIC MANAGEMENT	57712, LP 58344	4	150	12 MONTHS
NATIONAL CERTIFICATE: GENERIC MANAGEMENT	59201, 60269	5	162	12 MONTHS
NATIONAL CERTIFICATE: OCCUPATIONAL DIRECTED EDUCATION TRAINING AND DEVELOPMENT PRACTICES	50334	5	120	12 MONTHS

PSETA HISTORICAL QUALIFICATIONS

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NATIONAL CERTIFICATE: PUBLIC ADMINISTRATION

SAQA QUALIFICATION ID 50060 | NQF LEVEL 5 | 141 CREDITS

INTRODUCTION

The purpose of the NQF level 5 Public Administration qualification is to provide a structured programme for public officials that work with senior management officials so as to provide support to strategic leadership and management needed to transform all spheres of government. The need for well-qualified efficient, client-oriented public officials is therefore identified as a priority in all the three spheres of government.

The National Certificate in Public Administration (NQF Level 5) is aimed at practitioners working in the public sector. It is a qualification in a career pathway towards an accomplished public administration and management specialist.

The qualification will therefore enhance the ability of the qualifying learner as a public finance official to perform the necessary administration tasks expected as well as improve management abilities. In this way, the qualification enhances transferability of skills within different spheres of the public sector.

At the same time, a learner will gain a firm foundation required for furthering studies at NQF levels 6 and 7. This qualification enables transferability of skills between the private and public sector.

ENTRY REQUIREMENTS:

All learners accessing this qualification must be in possession of a Further Education and Training Certificate or equivalent qualification, bearing in mind the learning assumed to be in place. Learners will have competences in a first and second language, as well as Communication NQF Level 4, and Mathematical Literacy NQF level 4.

It is recommended that learners are also competent in the Unit Standard titled Demonstrate an understanding of and apply principles of knowledge management to public sector administration and management, Level 4, 8 credits.

LEARNING OUTCOMES

On completion of this course, learners must be able to demonstrate an understanding of:

- Manage service delivery improvement and employ client service delivery techniques.
- Manage and lead human resources in the workplace.
- Apply the principles of knowledge management to public sector administration.
- Plan strategically to improve business performance.
- Apply South African legislation and policy affecting public administration.
- Apply the principles of risk management to manage risk situations in the public sector.
- Design, formulate public sector policies and regulations

QUALIFICATION OUTLINE

SKILLS PROGRAMME ONE:

Service Delivery Management

- Apply client service techniques to improve service delivery
- Manage service delivery improvement



SKILLS PROGRAMME TWO

Manage And Lead Human Resources In The Workplace

- Build teams to meet set goals and objectives
- Interpret and manage conflicts within the workplace
- Manage diversity in the workplace
- Analyse the role that emotional intelligence plays in leadership
- Manage the development and performance of human capital in the public sector

SKILLS PROGRAMME THREE:

The Principles Of Knowledge Management To Public Sector Administration

- Apply principles of knowledge management to organisational transformation
- Manage and develop oneself in the public sector work environment
- Promote a learning culture in an organisation

SKILLS PROGRAMME FOUR:

Strategic Planning

- Plan strategically to improve business performance
- Create opportunities for innovation and lead projects to meet innovative ideas
- Apply accounting principles and procedures in the preparation of reports and decision making
- Analyse, interpret and communicate information

SKILLS PROGRAMME FIVE:

South African Legislation And Policy Affecting Public Administration

- Apply South African legislation and policy affecting public administration
- Apply knowledge of ethical principles, standards and professional conduct in public sector management and administration

SKILLS PROGRAMME SIX

The Principles Of Risk Management To Manage Risk Situations In The Public Sector

- Apply principles of risk management

SKILLS PROGRAMME SEVEN

Design, Formulate Public Sector Policies And Regulations

- Formulate and evaluate public sector policies

LEARNING METHOD

Blended: Face-to-Face/Virtual training supported by access to the e-learning platform for additional learning resources and learner support.

DURATION

- Forty (40) Days Split into Eight (8) Contact Sessions Over Twelve (12) Months
- RPL 6 – 12 Months

CERTIFICATION

Delegates who successfully complete the portfolio of evidence and found competent will be awarded a PSETA National Certificate and statement of results for all unit standards completed for a qualification to be issued.

COST PER LEARNER

Blended Face-to-Face/Virtual with e-learning support

- R4 500 ,00 Once off registration fee (Non-Refundable)
- R35 500 ,00 Payable before the first session.

RPL (Recognition of prior learning)

- R4 500 ,00 pre-assessment (Non-Refundable)
- R23 500 ,00 Payable before first session.



NATIONAL DIPLOMA: PUBLIC ADMINISTRATION

SAQA QUALIFICATION ID 57897 | NQF LEVEL 6 | 240 CREDITS

INTRODUCTION

The purpose of this qualification is to provide a structured programme for public officials that work with senior and executive management officials so as to provide support to strategic leadership and management needed to transform all spheres of government. The need for well-qualified efficient, client-oriented public officials is therefore identified as a priority in all the three spheres of government.

The National Diploma in Public Administration (NQF Level 6) is aimed at practitioners working in the public sector or moving into the public sector. It is a qualification in a career pathway towards an accomplished Public Administration and Management Specialist.

The qualification will enhance the ability of the qualifying learner as a public official to perform the expected administration tasks, as well as to improve management abilities. In this way, the qualification enhances transferability of skills within different spheres of the public sector. At the same time, a learner will gain a firm foundation required for furthering studies leading to qualification registered at NQF level 7.

ENTRY REQUIREMENTS:

It is assumed that all learners accessing this qualification must be in possession of a Further Education and Training Certificate or equivalent qualification. Learners will have competences in Communication NQF Level 5, and Computer Literacy NQF level 5. Access to this Qualification is open, bearing in mind the Learning Assumed to be in Place. It is recommended that learners are competent in the Qualification - National Certificate in Public Administration and Management: Level 5 or equivalent before accessing this Qualification. This helps to ensure that the learner has a broad understanding of the basic principles of Public Management and Administration before proceeding with the more specialised requirements of Public Administration at Level 6.

LEARNING OUTCOMES

On completion of this course, learners must be able to demonstrate an understanding of:

- Develop and manage knowledge management and knowledge management systems for the public sector.
- Manage interactive communication between public and government and within government structures.
- Manage the implementation of strategies, policies and plans in a public sector environment.
- Develop service delivery charters, protocols, and agreements to support service delivery objectives and implementation within the public sector environment.
- Conduct financial management activities within the public sector.
- Promote and uphold strategic leadership within public sector environment.
- Design, implement and evaluate change management strategy for a Public Sector environment.
- Supervise projects within the public sector.
- Create a culture of learning organisation within the public sector.

QUALIFICATION OUTLINE

SKILLS PROGRAMME ONE:

Develop And Manage Knowledge Management And Knowledge Management Systems For The Public Sector.

- Apply knowledge of ethical principles, standards and professional conduct in public
- sector management and administration.
- Conduct an organisational needs analysis.
- Develop mechanisms and structures for managing knowledge.
- Manage knowledge management systems within the public sector.
- Collect and collate background information for specific contexts.
- Contribute to the implementation, post-implementation review and maintenance of information systems.

SKILLS PROGRAMME TWO:

Manage The Implementation Of Strategies, Policies And Plans In A Public Sector Environment.

- Apply South African legislation and policy affecting public administration.
- Design, implement and evaluate change management strategy for a Public Sector environment.
- Manage the tender procurement process.
- Prepare budgets for a specific sector.
- Demonstrate an understanding of the Public Finance Management Act (PMFA) and related Treasury Regulations.

SKILLS PROGRAMME THREE:

Develop Service Delivery Charters, Protocols And Agreements To Support Service Delivery Objectives And Implementation Within Public Sector Environment.

- Develop a service delivery charter for a public sector organisation.
- Develop and produce public sector service delivery protocols and agreements.
- Manage service delivery improvement.
- Administer contracts for goods, works and services in the public sector.
- Supervise a project team of a developmental project to deliver project objectives.



SKILLS PROGRAMME FOUR:

Promote And Uphold Strategic Leadership Within Public Sector Environment.

- Manage the implementation of organisational strategies, policies, and plans in a Public Sector environment.
- Promote and uphold strategic leadership in line with Public Sector vision, values, objectives, and priorities.
- Apply a systems approach to decision making
- Apply Fundamental Concepts of Supply Chain Management Optimisation.
- Create and manage an environment that promotes innovation.



SKILLS PROGRAMME FIVE:

Create A Culture Of A Learning Organisation Within The Public Sector.

- Create a culture of a learning organisation within the public sector.
- Formulate and coordinate government communications programmes.
- Manage interactive communication between public and government.
- Develop, support, and promote RPL practices.

LEARNING METHOD

Blended: Face-to-Face / Virtual training supported by access to the e-learning platform for additional learning resources and learner support.

DURATION

- Seventy (70) Days Split into Fourteen (14) Contact Sessions Over Twenty-Four (24) Months
- 35 Days Year 1- and 35-Days Year 2
- RPL (6 -12 Months)

COST PER LEARNER

Blended Face-to-Face/Virtual with e-learning support

- R4 500,00 Once off registration fee (Non-Refundable)
- R85 500,00 Payable before the first session. NB: Split into year 1 & 2

RPL (Recognition of prior learning)

- R4 500,00 pre-assessment (Non-Refundable)
- R35 500,00 Payable before first session.



NATIONAL DIPLOMA (ADVANCED): PUBLIC ADMINISTRATION

SAQA QUALIFICATION ID 57827 | NQF LEVEL 7 | 260 CREDITS

INTRODUCTION:

The National Diploma in Public Administration (NQF Level 7) is aimed at practitioners working in the public sector. It is the last qualification in a career pathway in Public Administration and Management.

The National Diploma in Public Administration consists of Exit Level Outcomes covering competencies related to service delivery from a developmental perspective, ensuring that public value is delivered within the broader market economy, formulating public sector policies, evaluating outcomes of multiple projects and determining requirements for new projects, harnessing knowledge that can be integrated into public sector decision making and problem solving, designing and facilitating all administrative functions required to ensure regionalism, decentralisation and governance, strategically leading public sector change and integrating public administration under the rule of law.

The competencies covered in the proposed unit standards encapsulate the competencies required by public officials working at executive level. The qualification will therefore enhance the ability of the qualifying learner as a public official to perform the necessary administration tasks expected as well as to improve management and strategic leadership abilities. In this way, the qualification enhances transferability of skills within different spheres of the public sector.

ENTRY REQUIREMENTS

Learners accessing this qualification would preferably have competed the National Diploma in Public Administration at NQF Level 6 or equivalent.

This will help to ensure that the learner has a broad understanding of the basic principles of Public Management and Administration before proceeding with the more specialised requirements of Public Administration at Level 7.

LEARNING OUTCOMES:

On completion of this course, learners must be able to demonstrate an understanding of:

- Deliver public value
- Formulate and evaluate public sector policies and programmes.
- Fulfil management functions required to deliver public value.
- Conceptualise, design, and implement a public sector development management framework.
- Integrate public administration under the rule of law.



QUALIFICATION OUTLINE

SKILLS PROGRAMME ONE:

Delivery Public Value

- Deliver public value.
- Apply the principles and theories of public sector project management.
- Apply the principles and theories of public management.
- Conceptualise, design, and implement a public sector development management framework.
- Strategically lead public sector change.
- Implement a sector wide communication strategy.

SKILLS PROGRAMME TWO:

Formulate And Evaluate Public Sector Policies And Programmes

- Conceptualise, design, implement and monitor public policies and programmes.
- Evaluate public sector programmes.
- Establish, develop, and manage media relationships to promote the image of Government.
- Analyse South Africa's foreign policy.
- Analyse global economic structures.

SKILLS PROGRAMME THREE:

Fulfil Management Functions Required To Deliver Public Value

- Analyse and apply administrative provisions to regionalism, decentralisation, and governance.
- Demonstrate an understanding of public administration functions and policy within the broader market economy.
- Harness knowledge to promote the achievement of public sector goals.
- Manage human resources in a public sector context.

SKILLS PROGRAMME FOUR

Conceptualise, Design, And Implement A Public Sector Development Management Framework

- Conceptualise, Design, And Implement A Public Sector Development Management Framework
- Conceptualise, Design, And Implement A Public Sector Development Management Framework



SKILLS PROGRAMME FIVE:

Integrate Public Administration Under The Rule Of Law

- Strengthen and implement sustainable public sector ethical practices.
- Integrate qualitative and quantitative information, methods, and evidence to support decision making in the public sector.
- Integrate public administration under the rule of law.

LEARNING METHOD

Blended: Face-to-Face / Virtual training supported by access to the e-learning platform for additional learning resources and learner support.

DURATION

- Seventy (70) Days Split into Fourteen (14) Contact Sessions Over Twenty-Four (24) Months
- 35 Days Year 1 and 35-Days Year 2
- RPL (6 -12 Months)

COST PER LEARNER

Blended Face-to-Face/Virtual with e-learning support

- R4 500,00 Once off registration fee (Non-Refundable)
- R95 500,00 Payable before the first session. NB: Split into year 1 & 2

RPL (Recognition of prior learning)

- R4 500,00 pre-assessment (Non-Refundable)
- R43 500,00 Payable before first session.

SERVICES SETA HISTORICAL QUALIFICATIONS

SERVICES SETA QUALIFICATIONS	SAQA ID	NQF LEVEL	CREDITS	DURATION
FURTHETR EDUCATION AND TRAINING CERTIFICATE: NEW VENTURE CREATION	66249	4	149	12 MONTHS
FURTHETR EDUCATION AND TRAINING CERTIFICATE: GENERIC MANAGEMENT	57712, LP 74630	4	150	12 MONTHS
FURTHETR EDUCATION AND TRAINING CERTIFICATE: GENERIC MANAGEMENT	57712, LP 58344	4	150	12 MONTHS
NATIONAL CERTIFICATE: GENERIC MANAGEMENT	59201, 60269	5	162	12 MONTHS



FURTHER EDUCATION AND TRAINING CERTIFICATE: NEW VENTURE CREATION

SAQA QUALIFICATION ID 66249 | NQF LEVEL 4 | 149 CREDITS

INTRODUCTION:

The purpose of the Qualification is to develop the appropriate skills and knowledge required by a person for the establishment and development of a small to medium business venture, and address the economic, administrative and behavioural (psycho-social) barriers that contribute to success in starting and sustaining the venture.

This qualification is intended for persons who wish to start, operate, manage and grow a new small to medium business venture. Learners attempting this qualification will be equipped with a variety of technical, business managerial and personal skills and strategies to help them succeed in the creation and sustenance of a business. The successful learner will develop a sound foundation for the application of these skills and knowledge to explore a diverse range of entrepreneurial opportunities.

ENTRY REQUIREMENTS:

It is assumed that the learner has the following knowledge and skills:

- Communication at NQF Level 3.
- Mathematical Literacy at NQF Level 3.

LEARNING OUTCOMES:

On completion of this course, learners must be able to demonstrate an understanding of:

- Demonstrate an ability to identify and create a new venture.
- Demonstrate knowledge of interpersonal skills required in a business environment.
- Demonstrate an understanding of basic economics within a market economy.
- Manage a new venture by applying business principles and techniques.
- Demonstrate an understanding of the role of leadership and management.

QUALIFICATION OUTLINE

SKILLS PROGRAMME ONE:

Demonstrate An Ability To Identify And Create A New Venture

- Demonstrate an understanding of an entrepreneurial profile.
- Apply innovative thinking to the development of a small business.
- Research the viability of new venture ideas/opportunities.
- Demonstrate an understanding of the function of the market mechanisms in a new venture.
- Research the viability of new venture ideas/opportunities.

SKILLS PROGRAMME TWO:

Demonstrate Knowledge Of Interpersonal Skills Required In A Business

- Accommodate audience and context needs in oral/signed communication.
- Engage in sustained oral/signed communication and evaluate spoken/signed texts.
- Write/present/sign for a wide range of contexts.
- Write/present/sign texts for a range of communicative contexts.
- Use language and communication in occupational learning programmes.



SKILLS PROGRAMME THREE:

Demonstrate An Understanding Of Basic Economics Within A Market Economy

- Apply the principles of costing and pricing to a business venture.
- Finance a new venture.
- Manage finances of a new venture.

SKILLS PROGRAMME FOUR:

Manage A New Venture By Applying Business Principles And Techniques

- Implement an action plan for a new venture.
- Produce business plans for a new venture.
- Plan and manage production/operations in a new venture.
- Plan strategically to improve new venture performance.

SKILLS PROGRAMME FIVE:

Demonstrate An Understanding Of The Role Of Leadership And Management.

- Manage general administration.
- Negotiate an agreement or deal in an authentic work situation.
- Administer contracts for a selected new venture.

LEARNING METHOD:

Blended: Face-to-Face / Virtual training supported by access to the e-learning platform for additional learning resources and learner support.

**DURATION**

- Forty (40) Days Split into Eight (8) Contact Sessions Over Twelve (12) Months
- RPL 6 – 12 Months

CERTIFICATION:

Delegates who successfully complete the portfolio of evidence and found competent will be awarded a Services SETA Further Education and Training Certificate and statement of results for all unit standards completed for a qualification to be issued.

COST PER LEARNER

Blended Face to Face/Virtual with e-learning support

- R4 500 ,00 Once off registration fee (Non-Refundable)
- R35 500 ,00 Payable before the first session.

RPL (Recognition of prior learning)

- R4 500 ,00 pre-assessment (Non-Refundable)
- R23 500 ,00 Payable before first session.



FURTHER EDUCATION AND TRAINING CERTIFICATE: GENERIC MANAGEMENT

SAQA QUALIFICATION ID 57712 | LP 74630 NQF LEVEL 4 | 150 CREDITS

INTRODUCTION:

This qualification is intended for junior managers of small organisations, junior managers of business units in medium and large organisations, or those aspiring to these positions. Junior managers include team leaders, supervisors, foremen and section heads.

The scope of management covers four domains: leadership, self-management, people management and management practices. Therefore, purpose of this qualification is to a. It is intended to empower learners to acquire knowledge, skills, attitudes and values required to operate confidently as individuals in the South African community and to respond to the challenges of the economic environment and changing world of work.

ENTRY REQUIREMENTS:

It is assumed that the learner has the following knowledge and skills:

- Communication at NQF Level 3.
- Mathematical Literacy at NQF Level 3.
- Computer Literacy at NQF Level 3.

LEARNING OUTCOMES:

On completion of this course, learners must be able to demonstrate an understanding of:

- Developing plans to achieve defined objectives.
- Organising resources in accordance with a developed plan.
- Leading a team to work co-operatively to achieve objectives.
- Monitoring performance to ensure compliance to a plan.
- Making decisions based on a code of ethics.

QUALIFICATION OUTLINE

SKILLS PROGRAMME ONE:

Develop Plans To Achieve Defined Objectives

- Write/present/sign for a wide range of contexts.
- Interpret and use information from texts.
- Write/present/sign texts for a range of communicative contexts.
- Use the writing process to compose texts required in the business environment.
- Employ a systematic approach to achieving objectives.

SKILLS PROGRAMME TWO:

Organise Resources In Accordance With A Developed Plan

- Read/view, analyse and respond to a variety of texts.
- Manage Expenditure against a budget.
- Prioritise time and work for self and team.

SKILLS PROGRAMME THREE:

Lead A Team To Work Cooperatively To Achieve Objectives

- Use language and communication in occupational learning programmes.
- Accommodate audience and context needs in oral/signed communication.
- Apply leadership concepts in a work context.
- Conduct a structured meeting.
- Motivate and build a team.

SKILLS PROGRAMME FOUR:

Monitor Performance To Ensure Compliance To A Plan

- Engage in sustained oral/signed communication and evaluate spoken/signed texts.
- Identify responsibilities of a team leader in ensuring that organisational standards are met.
- Monitor the level of service to a range of customers.

SKILLS PROGRAMME FIVE:

Make Decisions Based On A Code Of Ethics.

- Solve problems, make decisions and implement solutions.
- Apply the organisation's code of conduct in a work environment.

SKILLS PROGRAMME SIX:

Apply Numeric Skills To Lead And Manage A Team Or Small Unit

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

SKILLS PROGRAMME SEVEN:

Manage A Small Team In An Office Environment

- Identify and explain the core and support functions of an organisation.
- Describe the relationship of junior management to other roles.
- Explain the contribution made by own area of responsibility to the overall organisational strategy.
- Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation and a specific workplace.
- Identify and describe disaster related risks and threatening situations utilising basic disaster management concepts and indigenous knowledge.
- Maintain records for a team.



LEARNING METHOD:

Blended: Face-to-Face / Virtual training supported by access to the e – learning platform for additional learning resources and learner support.

DURATION

- Forty (40) Days Split into Eight (8) Contact Sessions Over Twelve (12) Months
- RPL 6 – 12 Months

CERTIFICATION:

Delegates who successfully complete the portfolio of evidence and found competent will be awarded a Services SETA Further Education and Training Certificate and statement of results for all unit standards completed for a qualification to be issued.

COST PER LEARNER

Blended Face-to-Face/Virtual with e-learning support

- R4 500,00 Once off registration fee (Non-Refundable)
- R35 500,00 Payable before the first session.

RPL (Recognition of prior learning)

- R4 500,00 pre-assessment (Non-Refundable)
- R23 500,00 Payable before first session



FURTHER EDUCATION AND TRAINING CERTIFICATE: GENERIC MANAGEMENT

SAQA QUALIFICATION ID 57712 | LP 58344 NQF LEVEL 4 | 150 CREDITS

INTRODUCTION:

This qualification is intended for junior managers of small organisations, junior managers of business units in medium and large organisations, or those aspiring to these positions. Junior managers include team leaders, supervisors, foremen and section heads.

The scope of management covers four domains: leadership, self-management, people management and management practices. Therefore, purpose of this qualification is to a. It is intended to empower learners to acquire knowledge, skills, attitudes and values required to operate confidently as individuals in the South African community and to respond to the challenges of the economic environment and changing world of work.

ENTRY REQUIREMENTS:

It is assumed that the learner has the following knowledge and skills:

- Communication at NQF Level 3.
- Mathematical Literacy at NQF Level 3.
- Computer Literacy at NQF Level 3.

LEARNING OUTCOMES:

On completion of this course, learners must be able to demonstrate an understanding of:

- Developing plans to achieve defined objectives.
- Organising resources in accordance with a developed plan
- Leading a team to work co-operatively to achieve objectives.
- Monitoring performance to ensure compliance to a plan.
- Making decisions based on a code of ethics.

QUALIFICATION OUTLINE

SKILLS PROGRAMME ONE:

Develop Plans To Achieve Defined Objectives

- Write/present/sign for a wide range of contexts.
- Interpret and use information from texts.
- Write/present/sign texts for a range of communicative contexts.
- Use the writing process to compose texts required in the business environment.
- Employ a systematic approach to achieving objectives.

SKILLS PROGRAMME TWO:

Organise Resources In Accordance With A Developed Plan

- Read/view, analyse and respond to a variety of texts.
- Manage Expenditure against a budget.
- Prioritise time and work for self and team.

SKILLS PROGRAMME THREE:

Lead A Team To Work Cooperatively To Achieve Objectives

- Use language and communication in occupational learning programmes.
- Accommodate audience and context needs in oral/signed communication.
- Apply leadership concepts in a work context.
- Conduct a structured meeting.
- Motivate and build a team.

SKILLS PROGRAMME FOUR:

Monitor Performance To Ensure Compliance To A Plan

- Engage in sustained oral/signed communication and evaluate spoken/signed texts.
- Identify responsibilities of a team leader in ensuring that organisational standards are met.
- Monitor the level of service to a range of customers.

SKILLS PROGRAMME FIVE:

Make Decisions Based On A Code Of Ethics.

- Solve problems, make decisions and implement solutions.
- Apply the organisation's code of conduct in a work environment.

SKILLS PROGRAMME SIX:

Apply Numeric Skills To Lead And Manage A Team Or Small Unit

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

SKILLS PROGRAMME SEVEN:

Manage A Small Team In An Office Environment

- Identify and explain the core and support functions of an organisation.
- Describe the relationship of junior management to other roles.
- Explain the contribution made by own area of responsibility to the overall organisational strategy.
- Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation and a specific workplace.
- Identify and describe disaster related risks and threatening situations utilising basic disaster management concepts and indigenous knowledge.
- Maintain records for a team.



LEARNING METHOD:

Blended: Face-to-Face / Virtual training supported by access to the e – learning platform for additional learning resources and learner support.

DURATION

- Forty (40) Days Split into Eight (8) Contact Sessions Over Twelve (12) Months
- RPL 6 – 12 Months

CERTIFICATION:

Delegates who successfully complete the portfolio of evidence and found competent will be awarded a Services SETA Further Education and Training Certificate and statement of results for all unit standards completed for a qualification to be issued.

COST PER LEARNER

Blended Face-to-Face/Virtual with e-learning support

- R4 500,00 Once off registration fee (Non-Refundable)
- R35 500,00 Payable before the first session.

RPL (Recognition of prior learning)

- R4 500,00 pre-assessment (Non-Refundable)
- R23 500,00 Payable before first session



NATIONAL CERTIFICATE: GENERIC MANAGEMENT

SAQA QUALIFICATION ID 59201 | 60269 NQF LEVEL 5 | 162 CREDITS

INTRODUCTION:

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

- Initiating, developing, implementing and evaluating operational strategies, projects and action plans, and where appropriate, recommending change within teams and/or the unit so as to improve the effectiveness of the unit.
- Monitoring and measuring performance and applying continuous or innovative improvement interventions in the unit in order to attain its desired outcomes, including customer satisfaction, and thereby contributing towards the achievement of the objectives and vision of the entity.
- Leading a team of first line managers, by capitalising on the talents of team members and promoting synergistic interaction between individuals and teams, to enhance individual, team and unit effectiveness in order to achieve the goals of the entity.
- Building relationships using communication processes both vertically and horizontally within the unit, with superiors and with stakeholders across the value chain to ensure the achievement of intended outcomes.
- Applying the principles of risk, financial and knowledge management and business ethics within internal and external regulatory frameworks in order to ensure the effectiveness and sustainability of the unit.
- Enhancing the development of teams and team members through facilitating the acquisition of skills, coaching, providing career direction, and capitalising on diversity in the unit.

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

ENTRY REQUIREMENTS:

It is assumed that the learner accessing this qualification is competent in:

- Communication at NQF Level 4.
- Mathematical Literacy at NQF Level 4.

LEARNING OUTCOMES:

On completion of this course, learners must be able to demonstrate an understanding of:

- Initiate, develop, implement and evaluate operational strategies, projects and action plans so as to improve the effectiveness of the unit.

- Monitor and measure performance and apply continuous or innovative improvement interventions in the unit.
- Lead and manage a team of first line managers to enhance individual, team and unit effectiveness.
- Build relationships with superiors and with stakeholders across the value chain.
- Apply the principles of risk, financial and knowledge management and business ethics within internal and external regulatory frameworks.
- Enhance the development of teams and team members.

QUALIFICATION OUTLINE

SKILLS PROGRAMME ONE:

Business Ethics And Communication

- Apply the principles of ethics to improve organizational culture.
- Develop & implement a strategy and action plans for a team, department, or division.
- Use communication techniques effectively.
- Apply the principles of knowledge management.
- Evaluate current practices against best practice

SKILLS PROGRAMME TWO

Developing And Managing Effective Work Relationships

- Devise & apply strategies to establish & maintain workplace relationships.
- Manage a diverse work force to add value.
- Recruit and select candidates to fill defined positions.
- Select and coach first line managers.

SKILLS PROGRAMME THREE:

Monitoring, Optimising Performance And Empowering Team Members

- Build teams to achieve goals and objectives.
- Empower team members through recognizing strengths, encouraging participation in decision making and delegating tasks.
- Monitor and evaluate team members against performance standards.
- Lead people development and talent management

SKILLS PROGRAMME FOUR:

Conflict Resolution & Leadership

- Interpret and manage conflicts within the workplace.
- Analyse leadership and related theories in a work context.
- Conduct negotiations to deal with conflict situations.

SKILLS PROGRAMME FIVE:

Risk And Financial Management

- Monitor, assess and manage risk.
- Manage the finances of a unit.
- Apply mathematical analysis to economic and financial information.

SKILLS PROGRAMME SIX:

Strategic Change Management

- Formulate recommendations for a change process.
- Develop, implement, and evaluate an operational plan.
- Create and manage an environment that promotes innovation.
- Apply a systems approach to decision making.
- Develop, implement, and evaluate a project plan.

LEARNING METHOD

Blended: Face-to-Face / Virtual training supported by access to the e-learning platform for additional learning resources and learner support.

DURATION

- Forty (40) Days Split into Eight (8) Contact Sessions Over Twelve (12) Months
- RPL 6-12 Months

CERTIFICATION

Delegates who successfully complete the portfolio of evidence and found competent will be awarded a PSETA National Certificate and statement of results for all unit standards completed for a qualification to be issued.

COST PER LEARNER

Blended Face-to-Face/Virtual with e-learning support

- R4 500,00 Once off registration fee (Non-Refundable)
- R35 500,00 Payable before the first session.

RPL (Recognition of prior learning)

- R4 500,00 pre-assessment (Non-Refundable)
- R23 500,00 Payable before first session.

ETDP SETA HISTORICAL QUALIFICATIONS

ETDP SETA QUALIFICATIONS	SAQA ID	NQF LEVEL	CREDITS	DURATION
NATIONAL CERTIFICATE: OCCUPATIONALLY DIRECTED EDUCATION TRAINING AND DEVELOPMENT PRACTICES	50334	5	120	12 MONTHS



NATIONAL CERTIFICATE: OCCUPATIONALLY DIRECTED EDUCATION TRAINING AND DEVELOPMENT PRACTICES CERTIFICATE

SAQA 50334 | NQF LEVEL 5 | 120 CREDITS

INTRODUCTION:

This qualification is for those who want to build on a FETC in any field to enter the field of ODETD as a potential career and have little or no previous exposure to ETD. The qualification will also be valuable for those who may have been practising within the field, but without formal recognition.

This qualification will be useful for:

- Learning facilitators.
- Assessors.
- Learner and learning supporters.
- Skills Development Facilitators.

This qualification will provide practitioners with the general ETD skills required at NQF level 5 across five key ETD roles, with the opportunity to specialise further in one of the following four roles:

- Design and develop learning interventions.
- Facilitate learning.
- Design and conduct assessments.
- Facilitate skills development.

ENTRY REQUIREMENTS:

It is assumed that practitioners have expertise in the subject/occupation field in which they intend to provide education, training, and development, at a level required to engage meaningfully in ETD within that field.

It is also assumed that learners working towards this qualification hold a FETC or equivalent. Further learning assumptions are specified within the associated unit standards where required.

LEARNING OUTCOMES:

On completion of this course, learners must be able to demonstrate an understanding of:

- Communicate in a variety of ETD settings.
- Design and develop learning programmes and processes.
- Facilitate and evaluate learning.
- Engage in and promote assessment practices.
- Provide learning support to learners and organisations.
- Conduct skills development facilitation.

QUALIFICATION OUTLINE

SKILLS PROGRAMME ONE:

Communicate In A Variety Of Etd Setting.

- Sustain oral interaction across a wide range of contexts and critically evaluate spoken texts.
- Write and present for a wide range of purposes, audiences and contexts.
- Demonstrate and apply knowledge and understanding of the basic components and fundamental skills of effective communication.



SKILLS PROGRAMME TWO

Design And Develop Learning Programmes And Processes.

- Demonstrate understanding of the outcomes-based education and training approach within the context of a National Qualifications Framework.
- Define target audience profiles and skills gaps.
- Develop outcomes-based learning programmes.
- Design and develop outcomes-based assessments.

SKILLS PROGRAMME THREE:

Facilitate And Evaluate Learning.

- Facilitate learning using a variety of given methodologies.
- Evaluate a learning intervention using given evaluation instruments.
- Conduct an analysis to determine outcomes of learning for skills development and other purposes.
- Design outcomes-based learning programmes.
- Facilitate the transfer and application of learning in the workplace.

SKILLS PROGRAMME FOUR:

Engage In And Promote Assessment Practices.

- Conduct outcomes-based assessment.

SKILLS PROGRAMME FIVE:

Provide Learning Support To Learners And Organisation.

- Guide learners about their learning, assessment and recognition opportunities.
- Assist and support learners to manage their learning experiences.
- Identify and respond to learners with special needs and barriers to learning.

SKILLS PROGRAMME SIX:

Conduct Skills Development Facilitation.

- Provide information and advice regarding skills development and related issues.
- Coordinate planned skills development interventions in an organisation.
- Develop an organisational training and development plan.
- Promote a learning culture in an organisation.
- Evaluate and promote education training and development (ETD) providers, services, and products for organisational use.

DURATION

- Thirty (30) Days Split into six (6) Contact Sessions Over Twelve (12) Months

COST PER LEARNER

Blended Face-to-Face/Virtual with e-learning support

- R4 500 ,00 Once off registration fee (Non-Refundable)
- R35 500 ,00 Payable before the first session.

RPL (Recognition of prior learning)

- R4 500,00 pre-assessment (Non-Refundable)
- R23 500,00 Payable before first session.

LEARNER REGISTRATION FORM

Programme details			
Occupational Certificate / Skills Programme Title			
SAQA ID			
Amount			
Learner information			
Title			
First Name(s)			
Surname			
ID number	**Please attach certified copy of ID		
Highest Qualification	**Please attach certified copy of Highest Qualification		
Job Title			
Cell			
Email			
Home Address		Code	
Postal Address		Code	

Gender	Equity Code	Citizen Status Code	Immigration Status
<input type="checkbox"/> Male <input type="checkbox"/> Female	<input type="checkbox"/> BA = Black African <input type="checkbox"/> BC = Coloured <input type="checkbox"/> BI = Indian/Asian <input type="checkbox"/> WH = White <input type="checkbox"/> Oth = Other	<input type="checkbox"/> SA = South Africa <input type="checkbox"/> O = Other <input type="checkbox"/> D = Dual (SA plus other) <input type="checkbox"/> PR = Permanent Resident <input type="checkbox"/> U = Unknown	<input type="checkbox"/> 01 = Immigrant <input type="checkbox"/> 02 = Refugee <input type="checkbox"/> 03 = SA Citizen



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Home Language	Nationality Code
<input type="checkbox"/> Eng = English <input type="checkbox"/> Afr = Afrikaans <input type="checkbox"/> Oth = Other <input type="checkbox"/> SASL = South African Sign Language <input type="checkbox"/> Sep = sePedi [also known as Northern Sotho) <input type="checkbox"/> Ses = seSotho <input type="checkbox"/> Set = seTswana <input type="checkbox"/> Swa = siSwati <input type="checkbox"/> Tsh = tshiVenda <input type="checkbox"/> Xho = isiXhosa <input type="checkbox"/> Xit = xiTsonga <input type="checkbox"/> Zul = isiZulu <input type="checkbox"/> Nde = isiNdebele	<input type="checkbox"/> U = Unspecified <input type="checkbox"/> SA = South Africa <input type="checkbox"/> SDC = SADC except SA <input type="checkbox"/> NAM = Namibia <input type="checkbox"/> BOT = Botswana <input type="checkbox"/> ZIM = Zimbabwe <input type="checkbox"/> ANG = Angola <input type="checkbox"/> MOZ = Mozambique <input type="checkbox"/> LES = Lesotho <input type="checkbox"/> SWA = Swaziland <input type="checkbox"/> MAL = Malawi <input type="checkbox"/> ZAM = Zambia <input type="checkbox"/> MAU = Mauritius <input type="checkbox"/> TAN = Tanzania <input type="checkbox"/> SEY = Seychelles <input type="checkbox"/> ZAI = Zaire <input type="checkbox"/> ROA = Rest of Africa <input type="checkbox"/> EUR = European countries <input type="checkbox"/> AIS = Asian countries <input type="checkbox"/> NOR = North American countries <input type="checkbox"/> SOU = Central and South <input type="checkbox"/> American countries <input type="checkbox"/> AUS = Australia Oceania countries

Disability Code	Disability Rating	Social Economic Code
<input type="checkbox"/> N None <input type="checkbox"/> 01 Sight <input type="checkbox"/> 02 Hearing <input type="checkbox"/> 03 Communication <input type="checkbox"/> 04 Physical <input type="checkbox"/> 05 Intellectual <input type="checkbox"/> 06 Emotional <input type="checkbox"/> 07 Multiple <input type="checkbox"/> 09 Disabled but	<input type="checkbox"/> 01= No difficulty <input type="checkbox"/> 02 = Some difficulty <input type="checkbox"/> 03 = A lot of difficulty <input type="checkbox"/> 04 = Cannot do at all <input type="checkbox"/> 06 = Cannot yet be determined <input type="checkbox"/> 60 = May be part of multiple difficulties <input type="checkbox"/> 70 = May have difficulty <input type="checkbox"/> 80 = Former difficulty - none now	<input type="checkbox"/> 01 =Employed <input type="checkbox"/> 02 =Unemployed, looking for work <input type="checkbox"/> 03 =Not working – not looking for work <input type="checkbox"/> 04 =Homemaker (not working) <input type="checkbox"/> 06 =Scholar/student (not working) <input type="checkbox"/> 07 =Pensioner /retired (not working) <input type="checkbox"/> 08 =Not working – disabled person <input type="checkbox"/> 09 =Not working – not wishing to work <input type="checkbox"/> 10 =Not working – Not elsewhere classified <input type="checkbox"/> 97 =N/A: Aged <15 <input type="checkbox"/> 98 =N/A: Institution <input type="checkbox"/> U Unspecified

Organisation Responsible for Payment			
Company / Organisation			
Directorate		VAT number	
Postal Address			
Order number		Email invoice to	



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Training Co-Ordinator

Name & Surname			
Email		Cell	

Workplace Agreement details

Candidates who wish to register for this qualification must be employed in the field as their employer needs to sign a workplace agreement.

Employer			
Physical address where you will be doing your workplace experience			Province

Mentor in the workplace

Mentor Name & Surname		Mentor Job Title	
Mentor Email		Mentor Cell	

Terms and Conditions

<ol style="list-style-type: none"> 1. Accurately complete this form in full and in block letters. 2. TO REGISTER: Email your fully completed form, copy of ID, highest qualification and proof of payment/government order to: admin@tsoelopele.co.za. If you do not receive a receipt of registration within 24 hours, please contact us on email: admin@tsoelopele.co.za 3. We accept the following methods of payments: EFT or government orders. 4. Banking details: Tsoelopele Leadership Consulting (Pty) Ltd, Nedbank Branch: RRB Pretoria North (10143900) Account: 1217894373 	<ol style="list-style-type: none"> 5. Tsoelopele Leadership Consulting reserves the right to refuse admission where proof of payment or a government order cannot be shown. 6. Cancellations/Postponements/Substitute learners must be done in writing (no later than 10 days before the course) to: admin@tsoelopele.co.za. 7. A cancellation fee may be applicable for costs incurred. 8. In the case of cancellation or postponement of a course, Tsoelopele Leadership Consulting will not be liable for any incidental costs such as accommodation or travel costs that were incurred by a client in relation to the intended course. 9. Tsoelopele Leadership Consulting reserves the right to change the presentation, content or facilitator for a course.
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APPROVAL OF PROGRAMME REGISTRATION

I, the undersigned approving authority, hereby declare that: (1) I have read and understand all the terms and conditions of this registration; (2) all the information provided in the Course Registration Form is true, correct and complete; and (3) I studied the course outline and comply with the minimum entry requirements to attend this programme (4) I have the necessary authority to approve this course registration. I further accept responsibility for full payment of the registration fee, without prejudice.

	Approved by:	Learner:
Name & Surname		
Job Title		
Signature & Date		

In line with the Protection of Personal Information (POPI) Act (No 4 of 2013), Tsoelopele declares that the institution is required to supply learner information to regulatory bodies (for example SETAs, QCTO, DHET; and will not distribute learner data to any party other than that required by law or regulation.



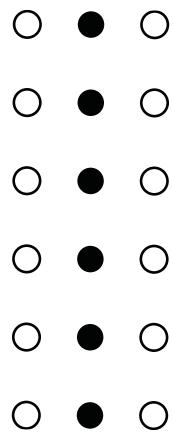
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LEADERSHIP CONSULTING

CONTACT US

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<p> www.tsoelopele.co.za</p>	<p> admin@tsoelopele.co.za</p>