PC Training
& BUSINESS CoLLEGE
Your Gateway to a Better Life...

PROSPECTUS
2014

Seta
Programmes

Further
Education
& Training
(FET)

Full-Time, Part-Time, Distance Learning & Learnership
options available countrywide

CONTENTS

DISTANCE EDUCATION SUPPORT
CAMPUSES IN SOUTH AFRICA

JOHANNESBURG
32 Diagonal Street,
Cnr. Sauer & Jeppe Street.
Opp Bank City
Tel : 011 - 834 3051

141 Main Street
Cnr. Main & Von Weilligh Street.
Near Carlton Centre
Tel : 011 - 331 6239/30

33 Troy Street
Standard Bank Chambers
Cnr. Troy & Commisioner Street
Tel : 011 - 333 7132
Tel : 011 - 595 4400

37 Harrison Street
Nelson Mandela Building
Adj. City Hall
Tel : 011 492 2930/ 2890

CARLTON CONTACT CENTRE
Suite 123A (Upper Level)
Next to Clicks
Tel: 011 331 2838

PRETORIA
13 Church Square
Cnr. Bank St. & Church Street
Tel : 012 - 323 0577/0488

**169 Jacob Maree / Jeff Masem-
ola Street**
Opp. Dept Of Land Affairs
Tel : 012 - 323 4655

**76 Andries / Thabo Sehume
Street**
Opp. the National Library
Tel : 012 - 326 1526/323 4017

287 Struben Street
Next to the National Library
Tel : 012 - 765 1900

**421 Church / Helen Joseph
Street**
Opp Tshwane University of Tech
Arcadia Campus
Tel : 012 - 320 2755/9745

336 Paul Kruger Street
Behind Dep of Labour
Tel : 012 - 320 4927

PRETORIA EAST
OPENING SOON

BLOEMFONTEIN
22 A Aliwal Street
Opp Scorpion
Cnr. Elizabeth & Aliwal Streets
Tel : 051 - 448 6392
Tel : 051 - 430 4931

**84 Maitland / Sharlotte Max-
eke Street**
Above Nandos
Tel : 051 – 430 2385

BRAAMFONTEIN
76 Jorissen Street
Stansure House
(Above Standard Bank)
Tel : 011 - 403 1801

23 De Beer Street
Cnr De Beer & Jorissen
Adj. Braamfontein Cntr
Tel : 011 - 403 0471/67

BENONI
90 Elston Drive
(Ex-Unisa Building)
Tel: 011 420 0580

CAPE TOWN
49 St. Georges Mall
Cnr. Castle Street &
St. Georges Mall
Tel : 021 - 422 2148

DURBAN
292 Anton Lembede Street
Cnr Anton Lembede &
Dorothy Nyembe Street
Tel : 031 - 304 6416/9340

44 Joe Slovo Street
Opp First National Bank
Tel : 031 - 301 2957

DURBAN CONTACT CENTRE
**303 West / Dr Pixley KaSeme
Street**
Shop No 26 , Old Mutual Mall
Tel : 031 - 301 2957

MIDRAND
181 Moritz Road
(Opp Midrand City)
Tel : 011 312 7387

Edenvale
ABSA Building
54 Van Reebeck Avenue
Tel : 011 453 9632

KEMPTON PARK
22 Voortrekker Street
Opp Kentucky Fried Chicken
Tel : 011 - 394 8004

7 Wolff Street
ABSA Bulding (Opp Kempton Sq.)
Tel: 011 394 5921/3595

KRUGERSDORP
7 Monument Street
Cnr Burger Street
Above Old Nedbank
Tel: 011 660 5671/9538

PIETERMARITZBURG
1st Floor
235 Langalibalele Street
Tel : 033 - 345 9813

21 Timber Street
(Next to Capitec Bank)
Tel: 033 811 1615 / 1635

POLOKWANE
52 Church Street
Cnr Thabo Mbeki
Tel: 015-295 8764

RANDBURG
112 Bordeaux Drive
(Opp Taxi Rank)
Cnr. Bordeaux &
St. Andrews Drive
Tel : 011 - 326 0435

VEREENIGING
20 Voortrekker Street
Cnr. Voortrekker Street
& Kruger Avenue
Tel : 016 - 422 4511/0425

OPENING SOON!!!

SOUTH AFRICA
KwaThema, Springs, Pretoria
East,Umhlanga Rocks, Newcas-
tle, Ballito Bay, Port Elizabeth

Sub-Saharan AFRICA
Mauritius, Botswana, Mozam-
bique, Namibia, Tanzania, Ken-
ya, Swaziland, Ghana, Lesotho ,
Tanzania, etc.

A LONG HISTORY OF ACCOMPLISHMENTS INCLUDING NATIONAL & INTERNATIONAL AWARDS

1998 – **Franchise Association of South Africa**
Official Franchisor Member

2001 – **International Organization For Standardization**
Awarded Certification against the SABS ISO 9001 2000 Quality Standard

2002 – **The South African Society for Quality**
- Awarded Senior Member Status

2003 – **Ethics Institute of South Africa**
- Founding Organizational Member

2004 – **Investor In People**
Official DOL Employee Development Standard Award

2005 – **Standard Bank Growth Award**
Finalist in the Small Corporate Category

2005 – **KZN Chamber of Commerce**. Top 10 Finalist in the Category "Entrepreneur of the Year"

2005 – **AUETD Holdings** Launched by the Minister of Labour & Dep. Minister Of Communications

2006 – **Council On Higher Education**. HEQC Audit Cycle Completed: Commendation on Certification

2007 – **The Star Newspaper Brand Survey** Voted 2nd Best College In South Africa

2007 – **Investor In People**
Revised International Standard Award

2007 – **INSETA** awarded status as an Institute of Sectoral & Occupational Excellence (ISOE)

2008 – **SABC Careers Fair** Best Stand Award

2008 – **Proudly South African Home Grown Award**
Finalist in "Educational Institution of the Year"

2008 – **KZN Chamber of Commerce** Top 5 Finalist in the Standard Bank Medium Enterprise Category "Entrepreneur of the Year"

2008 – Awarded the status of an **Employment & Skills Development Agency (ESDA)** by the Department of Higher Education/Labour for all nine provinces

2008 – **Council on Higher Education** Granted full delegation for the Quality Assurance of Assessor Training & Development & the Moderation of Assessment

2008 – Participated as a member of the **Progressive Business Forum** delegation to Shanghai, China.

2009 – Nominated by the **Council General of India** to serve as a Panelist in the eThekwini – India Business Summit held at the International Convention Centre in Durban.

2009 – **International Organization For Standardization**
Awarded certification against the revised SABS ISO 9001:2008, standard.

2009 – **Council on Higher Education**
Re-accreditation of Degree Programmes

2009 – **The Independent Newspaper Brand Survey**
Voted Best College In South Africa

2010 – Winner of the **Standard Bank/Durban Chamber of Commerce Business Entrepreneur Award** in the Large Corporate Category

2011 – Successful conclusion of **HEQC's First Cycle of Institutional Audit Requirements**

2011 – Winner of **FNB/KwaZulu** – Natal Top Business Portfolio Award : Social & Community Services Sector

2011 – The **African Access National Business Awards** :
Finalist in 3 categories:
• Fast Growth Top Company Award
• Customer Focus Award
• Business Education and Training Award

2012 – **Introduction of TABLET PC** to support technology to improve Teaching for Learning

2012 – **Winner of the FNB / Kwa-Zulu National Top Business Portfolio Awards** in Social & Community Services

2012 – Finalists in 4 Categories of the **African Access National Business Awards:**
• Investing in People Award
• Innovation through Technology Award
• Customer Focus Award
• Business Education & Training Award

2012 – Winner of the **Top Gender Empowered Company Award** in the Business, Education & Training Category

2013 – Finalists in 4 Categories of the **African Access National Business Awards**:
• Investing in People Award
• Innovation through Technology Award
• Customer Focus Award
• Corporate Citizenship Award

2013 – CEO : **Finalist African Access National Business Awards-** Top Businessman of the year Category

2013 – **Winner of the Best Computer Training Institute / College in the Readers Choice "Best of the Best" Pretoria News Awards.**

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INSTITUTIONAL OVERVIEW
Technology to ensure your success in Higher Education

With capital expenditure of over One Billion Rands invested in Campus Infrastructure, PC Training and Business College committed a further R100 million investment to improve the quality of teaching for learning by using technology in education. This learning initiative revolutionized and enhanced learning experiences in the education process in South Africa. To date 30 000 Tablet PCs were made available to learners registering for Higher and Further Education qualifications, FREE of charge, when they enroll at the College.

New technology significantly changes the learning experiences and lecturers interaction. It adds a new dimension to lecture room interaction. Learners receive most of their learning material pre-loaded and readily available from their tablet PC's, creating a culture of learner centredness. The Tablet PC's compact, convertible design allows learners to comfortably make use of the device in small spaces. Tablet PCs also include wireless wifi and internet support. Learners can quickly jot down notes from mathematical formulas or flow charts because they're electronic and can re-organize their notes, save items in the cloud and search for them later.

This Institution has also successfully migrated to the Moodle Learning Management System which also incorporates certain College lecture videos as they are developed. Global podcasts of experts' opinions on pertinent subjects and access to real-time interactive learning experiences through webinars and chat rooms locally and around the world, together with free internet at Campuses makes learning programmes more engaging, interesting and fun. Online assessments give learners more chances to improve their overall performance, and ultimately their chances of success.

Higher Education learners will also have the added advantage of accessing e–libraries irrespective of where they are, empowering them to draw from a wider range of research material from all over the world. In addition, online entry to the Integrated Campus Administration System and e-library for assignments, accounts information and examination results. The Tablet PC also creates a 'green' culture that will benefit the environment by encouraging learners and educators to move away from the ex orbitant use of paper and printing, saving over 150 tons of paper per year.

Jay Ramnundlall
B.Com,TQM, MBA ,CFA (SA)
Chief Executive Officer

The Institution has also gained a reputation amongst leading employers and industry organizations for outstanding performance in the Education Sector. Its' accomplishments include awards for business growth, community engagement, customer focus, economic development, gender empowerment and business education and training.

Mobile Learning: A Holistic African Solution...
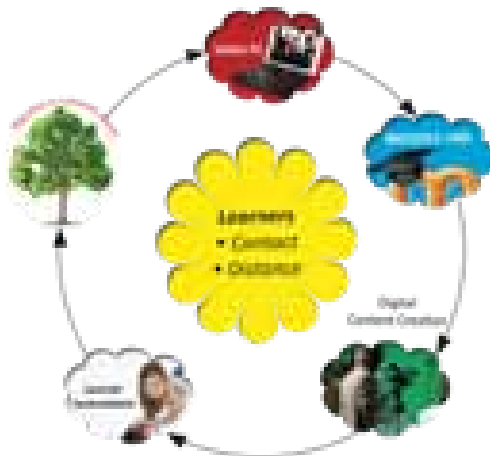
The technological leadership and ongoing deployment of Tablet PC's will further enhance the Institution's standing as a world-class Higher Education Institution...

Harvard Professor, Daphne Koller, has challenged the global ICT sector to provide ICT solutions that will make teaching and learning more fun, stimulating and engaging on a global scale. Prof Koller also refers to Richard Blooms research of 1984 which compared three population samples in different learning situations and with the success generated by each population. This is explained briefly to demonstrate how you can benefit.

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The First population was represented by the blue line in the graph alongside. Learners studied in a lecture based classroom. where teaching outcomes allows for about 50% of the students to be above average.

The second is a population of students who, used a standard lecture based classroom, but with a mastery based approach, which requires learners to demonstrate mastering the previous topic, before moving on the next one. Some improvements in achievement scores above lecture based learning were noted. See the Red Curve Rise.

The third curve, Green line, indicates the success achieved with one on one tutoring. It would be phenomenal if we could teach so that 98% of our students were above average - unfortunately we cannot provide each student with an individual tutor HOWEVER we can provide our students with a Tablet PC and other technically savy applications in the curriculum.

The experience of PC Training and Business College in deploying technology in education has contributed to Professor Kollers search for methods of instruction which can be as

Achievement Score
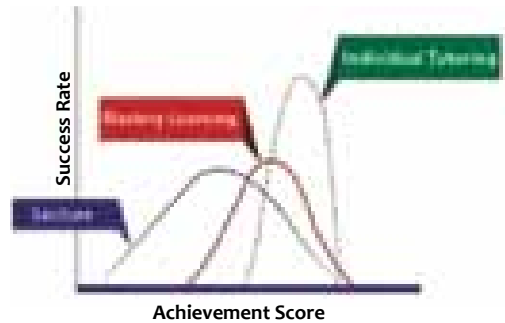
effective as one-on-one tutoring . The use of technology in education can contribute to meaningful improvements to the quality of teaching and learning and overall success rate of learners as demonstrated by PC Training and Business College.

The Graph below compares the year 2011 when printed study guides were used to 2012 and the first semister of 2013, indicating significant improvements in success rates. What this simply means is that you have a greater chance of success by studying full-time with us. The GOAL - is to try and push and see how far we get towards the green curves...or even rise above it!

PC Training & Business College Significant Improvement in Success Rates
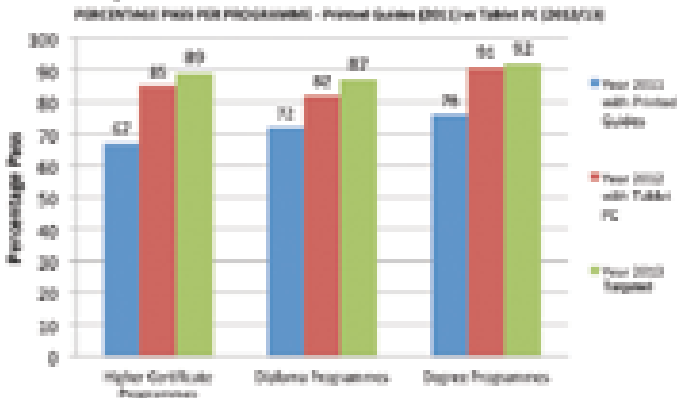
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The Tablet PC being lightweight and portable allows learners to also study for their relevant qualifications wherever and whenever it suits them. In addition, there are a multitude of other major benefits to learners who receive these Tablet PCs as learning tools. Each Tablet PC is pre-loaded, relevant learning material for each learner's course. This includes global podcasts of experts' opinions on pertinent subjects; online entry to the Integrated Campus Administration System and e-Library for assignments, accounts information and examination results.

This initiative has transformed Teaching & Learning by providing a more dynamic and interactive classroom experience that has paved the way for a more effective e - Learning rollout. The Tablet PC and the accompanying access technology will change the way learners and lecturers interact and learn. Tablets are currently the most well-known and sought after technological devices and are in huge demand, not just for the ordinary consumer but also for every aspiring learner. These innovative devices have created a platform for modern communication and combines access to all in one convenient, connected devices...a game changer.

NATIONAL ACADEMIC, QUALITY ASSURANCE & RESEARCH BOARD MEMBERS

STATUTORY INSTITUTIONAL INFORMATION

Rakesh Jugernath
BCom, BCompt Hons, CA(SA)
Chief Financial Officer

HEAD OFFICE
292 Anton Lembede (Smith) Street,
Durban
Tel: (031) 304 9340
Fax: (031) 307 7170

POSTAL ADDRESS:
Private Bag X23
Umhlanga Rocks, 4320
Email: pcceo@iafrica.com
Web: www.pctrainingonline.co.za

HOLDING COMPANY: AUETD Holdings (Pty) Ltd
COMPANY NAME: PC Training & BUSINESS CoLLEGE (Pty) Ltd
TRADING NAME: PC Training & BUSINESS CoLLEGE
COMPANY REG. NO: 2000/000752/07

Legal Status: Private Company

Chief Executive Officer: J. Ramnundlall
- B Comm, MBA, CFA, TQM, ODETDP

Names and qualifications of statutory Directors:
R. Jugernath - B. Com, B. Compt (Honours), CA (SA)
T. Mohale - B PAED, MBA
M Ramnundlall – E-Commerce, TQM, SDF, ODETDP

Auditors	: G & G Chartered Accountants Inc	Attorneys	: Garlicke & Bousfield
Physical Address	: 23 St. Mary's Avenue, Greyville	Physical Address	: 7 Torsvale Crescent, La Lucia Ridge Office Estate
Tel	: (031) 309 1617	Tel	: (031) 570 5439
Fax	: (031) 309 1717	Fax	: (031) 570 5300
Postal Address	: PO Box 47107, Greyville, 4023	Postal Address	: PO Box 1219, Umhlanga Rocks,

Learner Information

• **Fees and charges** are available on the Institution's fee schedule for 2014.

• Learners that require **Bursaries** and Financial Aid are requested to write to the Student Bursar, Private Bag X23, Umhlanga Rocks, 4320.

• Other **Support Services** that are available free of charge include: use of the library, counselling, pre-assessments, tutorials, computer based training, videos, e-learning and the work readiness programme.

• The Institution recognizes **prior learning** in line with the qualification rules relating to assessment, academic credit progression and qualification requirements.

• Learners are expected to abide by the PC Training & Business College **code of conduct**, of which full details are covered in our registration forms and learner handbooks.

• In the case of complaints/grievances, learners must complete the **Learner Concerns** logbook to ensure satisfactory conclusion.

• Full **grievance procedures** are available in the Learner handbook or learners may email learner concerns to: **"learner-concerns@pctrainingonline.co.za"**

• Names and qualifications of full time and part time **academic staff** are available in the Learner handbook.

• **Medium of instruction** is English. A South African multilingual dictionary is available in the library.

• **Mode of instruction** is contact for programmes this prospectus.

• Some programmes are available on the **distance mode**.

• **Assessment** is both formative and summative. Learners may apply for credits to Senior Programme Directors of each department.

Further details may be found in the learner handbook & enrolment form which is provided to each learner on Registration & is preloaded on learners' Tablet PC's & the website.

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BRIDGING THE GAP FROM CAMPUS LIFE TO THE WORKING WORLD

Molly Ramnundlall
B. COMM, TQM, E-Commerce
Chief Social Officer

The Work Readiness Programme (WRP) complements the academic knowledge with well structured, authentic workplace skills that prepares the learner for the world of work. The Work Readiness Programme has been specifically developed with the following objectives:

• To provide **work readiness skills** that is not part of conventional Tertiary Academic programmes.

• To expose the learner to the component of a learning programme that focuses on the development of work readiness skills to formal employment in an authenticated **learning workplace** based context under supervision.

• To provide a simulated workplace environment to
give learners an opportunity to **experience the realities** of the business world.

• To provide opportunities to **undertake and perform tasks** which they will encounter in the workplace.

• **Create awareness and provide solutions** from leading Industry experts of the challenges and problems that employees encounter in the workplace.

• Expose the learner to **good social behaviour and ethics** in the workplace.
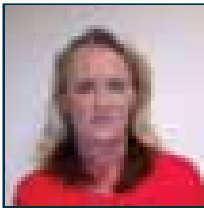
ERICA VIVIERS
National Work Intergrated Learning Co-Ordinator

Learners, once given an opportunity to experience the realities of the business world by undertaking and performing tasks which they will encounter in the workplace becomming more visablly enthuiastic and engaging with potential employeers.

Under the leadership of Erica Viviers, the college takes full responsibility for assisting , placing and accessing learners in the workplace inline with its work intergrated learning strategy. The Institution has agreements, MOU's, linkages and networks with a range of employers to take on our learners for Work Intergrated Learning. Many often proviide full time employment on completion.

Participating Employers:

Mustek

NEDBANK

SASOL

Standard Bank

FNB

ITDP-SETA

DOVES

New National

ASSUPOL

Electro Express

Coca-Cola

CAPITEC

Sanlam
Thinking ahead

Tarsus

FASSET

Pinnacle AFRICA

Ackermans

isett seta

Totalsports

OLDMUTUAL

Nestlé

Edcon

EOH

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It gives me great pleasure to welcome you as a prospective learner to one of our country's most pronounced and quality recognized Institutions. Like all progressive organizations, in planning the new academic year, we have upgraded all of our policies, frameworks, strategies and practices and reconfigured them, to provide you with a world class learning experience. The legacy of the institution continues with the year 2014 loaded with a range of new initiatives. Some aspects are highlighted below.

Tinyiko Mohale
B.PAED, MBA
Deputy Chief Executive Officer - Operations

World Class Institution

The Institution's programmes have been historically driven by demand in the workplace and the National Master Scarce Skills List for South Africa provided by the Department of Labour as well as Seta Sector Skills Plan demand based programmes are geared towards preparing learners in finding meaningful employment in the ICT, commerce, government and industry sectors.

Work Integrated Learning

Included in the curriculum are, compulsory work readiness skills and work integrated learning programmes requiring appropriate workplace assessment for all learners, before the awarding of qualifications.

Learners On-line

Access to "Learner's On-line", a responsive learner support system which is integrated into the Campus Administration System and Learner Concerns Framework of the Institution facilitates learner progress.

Learning Management System

The institution has migrated to the Moodle Learner Management System which is also used by major universities of the world. Learners can directly access additional learning content from the website.

Relevant Curriculum

Developing and delivering curriculain line with industry and employer requirements which are supported by an externally represented National Academic, Quality Assurance and Research Board (NAQARB) in line with the Institution's Curriculum Design and Improvement Framework.

Professional Management

Teaching and Learning expertise on each campus, together with professional management, ensure that the learning needs of learners are met and that the quality of teaching and learning, community engagement, assessment and research is continually improved Learners are provided with a system of nationally managed, standardized learning materials and curricula which are reviewed and upgraded regularly. Learning materials are also preloaded on Tablet PCs, making them easily accessible.

Interactive Learning

Manageable class sizes allows for interactive teaching and learning and provision of strategic supplementary classes in smaller groups targeting specific needs in learner development.

Community Engagement

An effective Community Engagement (CE) Strategy which makes Campuses more accessible to the communities they serve. Joint projects and use of Institutional infrastructure for CE purposes are encouraged.

Quality Assurance

Nationally managed assessments, examinations and external moderation ensures consistency and uniformity of standards throughout South Africa.

OUR DEPUTY CHIEF EXECUTIVE OFFICER TALKS ABOUT HER CAMPUS OPERATIONS

Quality Council on Trade & Occupations (QCTO)

The Skills Development landscape is currently under review with the formation of the Quality Council on Trade & Occupations. The institution is keeping abreast with all developments in this regard.

Internet Enabled Libraries

Access to internet enabled libraries and laboratories, that offer full text electronic database downloads for teaching and learning purposes, is available to learners.

Administrative Systems

The implementation of the Integrated Campus Administration System (ICAS) has contributed to the development of the Institution's MIS and has facilitated integration into the HEQCIS, Umalusi and SETA MIS eventually working its way to the (NLRD)

Campus Social Life

All campuses have staff responsible for work integrated learning, social and cultural activities and community engagement programmes. Social Networks using Wi-Fi connectivity and Tablet PC's are encouraged and freely available at all campuses.

Benchmarking

An active benchmarking strategy of our key processes, programmes and curriculum with other private, public, national, international and trade organizations is carried out in the constant pursuit of excellence and continued improvement.

Academic Infrastructure

The Institution has state of the art facilities and highly qualified academic and support staff including a mix of foreign academic professionals who also provides rare and critical skills.

Employment and Skills Development Agency (ESDA)

The Department of Higher Education/Labour has awarded the status of an Employment and Skills Development Agency (ESDA) to the Institution in all nine provinces.

Articulation of Qualification

The Institutions quaifications are positioned on the National Qualification Framework (NQF) and certain qualifications are also positioned in the new HEQSF.All qualifications have an occupational content and also allow for vertical and horizontal articulation.

Library and e-Library Rescources

PC Training and Business College possesses a substantial academic library collection of over 107 000 textbooks across its 30 libraries nationally. The Library subscribes to an increasing number of electronic journals (e-journals) and electronic books (e-Books) from leading publishers such as Elsevier- Science Direct, Emerald Swets, and EdITLib.

Dr V Vadivelu
D. Phil
Director : Library & Information Services

Your Vocational Journey going Further

Before Registering

Access to:
- Admission
- Re-Admission
- Career guidance
- Registration process
- Qualifications
- Short learning Programmes
- Recognition of Credits
- Recognition of Prior learning

Tools and Skills Required
- Time management
- Access to internet
- English Language proficiency
- Passion for reading and writing
- Independent study skills
- Technology savvy
- Desire to keep up to date with learning technology

Studying @ PC Training & Business College

Services Available
- Access to Academics
- Tutors & Support Centres
- Discussion classes
- Study skills and other learner support
- eLibrary access
- Libraries through out SA
- Career & Study services
- Personal Counselling
- Work reading programmes
- Access to e Prescribed and Reference books

Your Commitment
- Hard work
- Commitment
- Diligence
- Drive
- Initiative
- A place to study
- Access to the internet
- Desire to succeed
- Desire to excel using learning technology

Awards Graduation & Certification

Services Available
- Record of Academic achievements
- Tutors & Support centres
- Continuing Professional Development
- Career & study services
- Personal counselling
- Work reading programmes

Your Achievements
- Statement of Results
- Academic Transcripts
- Certificate of good attendance
- Testimonials & References
- Graduation Ceremony
- National Awards
- Dinner & Dance
- Lifelong learning

Employment & Career Development

First Employment
- Work Readiness Programme
- Employment Agency Placement
- Continuing Professional Development
- Articulation to new study programmes
- Mentoring and Coaching

Career Progression
- Experience acquired
- Academic progression
- Certificate of good attendance
- Testimonials & References
- Performance Awards
- Social Media
- Networking

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YOUR LEARNING CHOICES & PATHWAYS

CHOOSE HOW YOU WISH TO STUDY !

- **Full Time**
- **Part Time**
- **Contact**

- **Distance Learning**

Supported by **mobile** Learning
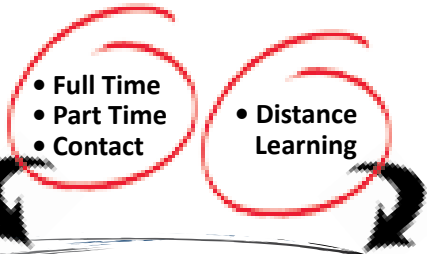
CHOOSE YOUR PREFERRED TYPE & LEVEL OF LEARNING !

Short Course (various)

National Certificate (NQF 2 - 4, Further Ed)

National Certificate (NQF 5 - 6, Higher Ed)

HIGHER & Advanced CertificateS (NQF5-6)

Diploma (NQF 6)

Bachelors Degree (NQF 7)

CHOOSE A FIELD OF STUDY!

Faculty of Business, Economics and Management Science (BEMS)	Faculty of Media, Information & Communication Technology (MICT)	Faculty of Education and Skills Development (ESDA)
• Business Management • Finance • Leadership • Human Resources • Accounting • Marketing • Economics • Business Law • Quality Management • Project Management • Office Administration • General Principles in Management • Computerised Bookkeeping • Business Communication • Corporate Governance • Business Ethics	• Basic Electronics • Computer Networks • Database Design • Developing Web Applications • Help Desk Technology • Electronic Commerce • Java Programming • PC Engineering • IT Project Management • Systems Software (Operating Systems) • End User Computing • Microsoft Word, Excel, Power Point, Access & Outlook	• Registered Assessor • Registered Moderator • Coaching and Mentoring • Human Resources Development • Skills Development Facilitator • Occupationally Directed Education, Training & Development Practices (ODETDP L4, L5 & L6) • Early Childhood Development (ECD L4 & L5) • Schools Leadership & Management • Schools Governance

FACULTY OF INFORMATION & COMMUNICATIONS TECHNOLOGY
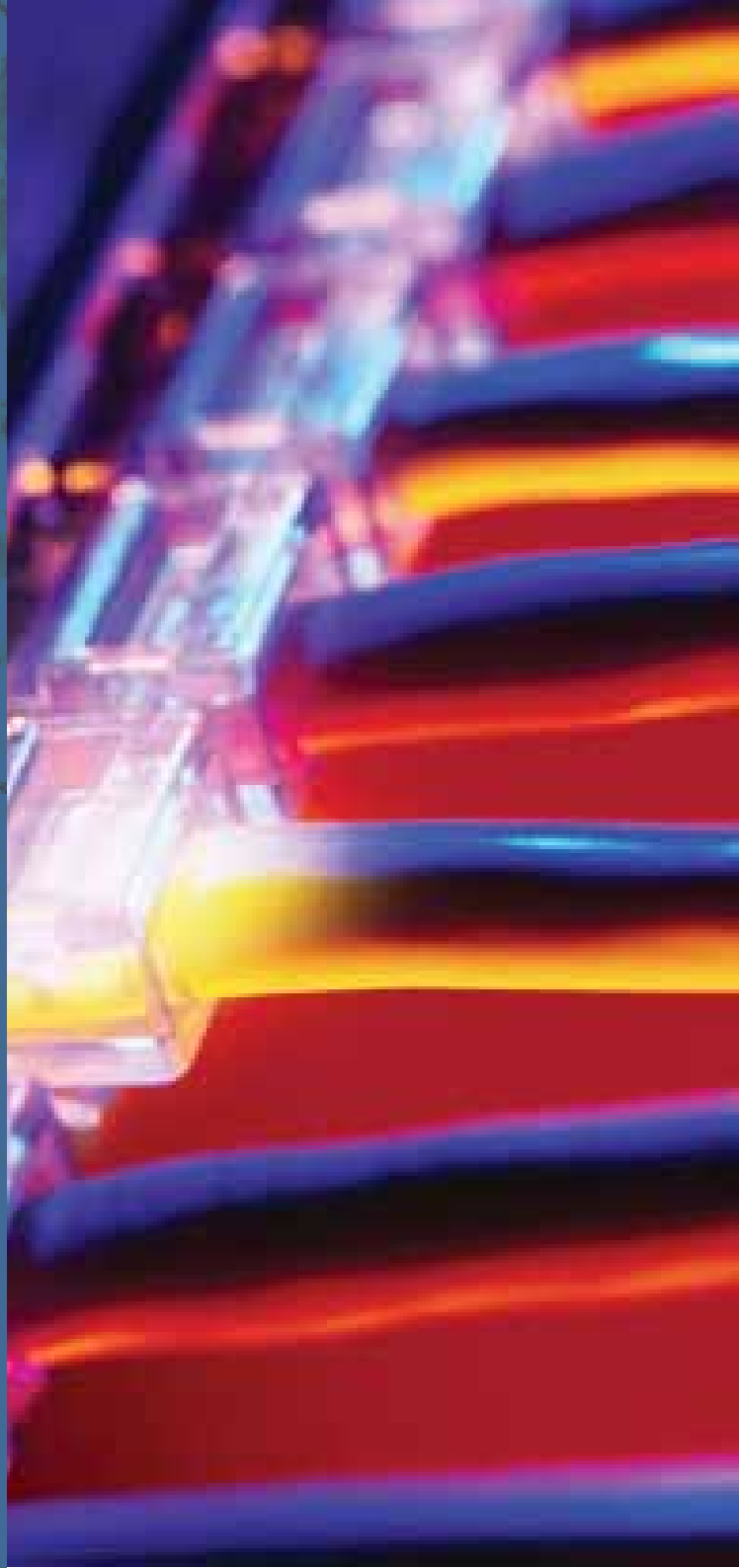
The Further Education & Training programmes offered by the Department of Business Computing includes the National Certificate in Information Technology: End User Computing. NQF L3. This programme is quality assured by the MICT SETA & Umalusi and registered by the Department of Higher Education & Training.

Various other programmes are available by this department and include the following :
• Vendor programmes from the Microsoft Learning Academy which includes :

- • Microsoft Word
- • Microsoft Excel
- • Microsoft Powerpoint
- • Microsoft Access
- • Microsoft Outlook

• End User Computing programmes from the ICDL Foundation which includes :

- • Basic Concepts of IT
- • Managing Files
- • Word Processing
- • Presentations
- • Spreadsheets
- • Databases
- • Information
  Network Services

Comptia Products include :

- • A+
- • N+
- • Server +
- • Linux +
- • Project +
- • Security +

The positioning programmes & qualifications to meet the needs of learners and employers entering post school education with access to Certificate Programmes, Higher Certificates, Advanced Certificates, Diplomas and Degrees allows for a more specific alignment of occupations within the ICT sector. Information Technology (IT) Programmes have been developed to reflect the workplace needs of the Information Technology Industry as expressed by its stakeholders. The input has been used to ensure that the qualification provides the learner with the prerequisites to be employed within the IT Industry.

National Certificate: Information Technology : End User Computing (NQF 3) MICT SETA Accredited Qualification

Purpose of Qualification

The purpose of the qualification is to build the knowledge and skills required by learners in End User Computing. It is intended to empower learners to acquire knowledge, skills, attitudes and values required to operate confidently in the End User Computing environment in the South African community and to respond to the challenges of the economic environment. The National Certificate in IT: End User Computing at NQF Level 3, is intended for learners already employed or new learners entering the workplace, requiring End User Computing skills. The unit standards of this qualification may be added to other industry qualifications to provide an End User Computing focus with comparison, choice, interpretation and the application of knowledge.

Career Focus

• Secretary
• Project Administrator
• Data Capturer

• Office Administrator
• Any Administrative Job in an IT or Business Environment

Registered with	: The Department Of Education
Accredited by :	: MICT Seta (SAQA ID : 61591)
Admission Requirements	: NQF 2 or an equivalent qualification
Minimum completion time:	: 1 year
Maximum completion time:	: 1 year
Articulation Options:	: The qualification at this level is foundational and generic, allowing maximum mobility between qualifications. Apart from the workplace needs the qualification will address, it is also designed as an entry-level qualification into most further education and training fields, because of the wide application of End User Computing in any environment.
Assessment of Programme:	Assessment is conducted as both Formative Assessment & Summative Assessment. The Formative Assessment is covered as Continuous Assessment Test and compilation of a Portfolio of evidence by the learner. The Summative Assessment takes place as a National Summative exam for 1st & 2nd Semester. It is compulsory for all learners to complete WIL for completion of the programme.

Course Structure

• Communication
• Numeracy
• Information Communication Technology
• Microsoft Word
• Microsoft Excel

• Microsoft PowerPoint
• Microsoft Access
• Internet and Email
• Project Management

mict seta

Total Credits : 130

Learning Outcomes

- Demonstrate an understanding of applying Graphical User Interface (GUI)-based Word Processing Application skills in the Workplace.
- Demonstrate an understanding of applying Graphical User Interface (GUI)-based Presentation Application
  skills in the Workplace.
- Demonstrate an understanding of applying GUI-based Spreadsheet Application skills in the Workplace.
- Demonstrate an understanding of applying GUI-based Electronic Mail Application skills in the Workplace.
- Demonstrate an understanding of applying GUI-based Web Browser Application skills in the Workplace.
- Improve Communication by combining communication skills with End User Computing skills.
- Improve the application of mathematical literacy in the workplace, by better utilising End User Computing Applications.
- Demonstrate an understanding of the use of Information Communications & Technology (ICT) in an organisation & the impact it has on societies.

Brief description of Communication

- Use language and communication in occupational learning programmes
- Accommodate audience and context needs in oral communication
- Write texts for a range of communicative contexts
- Demonstrate knowledge and understanding of HIV / AIDS in a workplace, and its effect on a business sub sector
- Present information in report format

Brief description of Information Communication Technology

- Describe the concepts of Information and Communication Technology (ICT) and the use of its components in a healthy and safe manner

Brief description of Microsoft Word

- Use a Graphical User Interface (GUI)-based word processor to format documents
- Use a GUI-based word processor to enhance a document through the use of tables and columns
- Use a GUI-based word processor to create merged documents

Brief description of Numeracy

- Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations
- Use mathematics to investigate and monitor the financial aspects of personal, business and national issues
- Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts
- Investigate life and work related problems using data and probabilities
- Perform Basic Business Calculations

Brief description of Microsoft Excel

- Use a Graphical User Interface (GUI)-based spreadsheet application to create and edit spreadsheets
- Use a Graphical User Interface (GUI)-based spreadsheet application to solve a given problem
- Using a Graphical User Interface (GUI)-based spreadsheet application, enhance the functionality and apply graph /charts to a spread sheet

National Certificate: Information Technology : End User Computing (NQF 3) MICT SETA Accredited Qualification

Brief description of Microsoft PowerPoint

• Use a Graphical User Interface (GUI)-based presentation application to prepare and pro duce a presentation according to a given brief
• Use a Graphical User Interface (GUI)-based presentation application to enhance presenta tion appearance

Brief description of Microsoft Access

• Use a Graphical User Interface (GUI)-based database application to work with simple databases
• Use a Graphical User Interface (GUI)-based database application to solve a given problem

Brief description of Internet and Email

• Demonstrate an understanding of the princi-ples of the internet and the world-wide-web
• Use electronic mail to send and receive email
• Enhance edit and organise messages using a GUI based messaging application
• Use a Graphical User Interface (GUI)-based web-browser to search the Internet
• Use a computer technology to research a computer topic

Brief description of Project Management

• Apply a range of project management tools
• implement project administration processes according to requirements
• Work as a project team member

Further Education and Training Certificate :
Information Technology : Systems Development (NQF4)
MICT SETA Accredited Qualification

Purpose Of Qualification

The purpose of this qualification is to build a foundational entry into the field of Computer Sciences and Information Technology, specifically into the field of Systems Development, covering basic knowledge needed for further study in the field of Systems Development at Higher Education Levels.

The qualification can be acquired in the traditional way of formal study as well as in the workplace, through learnerships. Acquiring the qualification through learnerships has the potential of addressing the problems of the past, where newly qualified people getting into the industry struggled to get employment, because they were required to have practical experience. The workplace experience can now be gained while acquiring the qualification through the various learnership schemes that are planning to use this qualification.

Career Focus

- Computer Technician
- Project Planner
- Data Capturer
- Lab Assistant
- Junior Programmer
- Systems Analyst
- Computer Programme
- Data Centre Assistant
- Junior Programmers

Registered with:	Department of Education
Accredited by :	MICT Seta (SAQA ID : 78965)
Admission Requirements :	Grade 11 or equivalent qualification NQF 3 with English and Mathematics
Minimum completion time:	1 Year
Maximum completion time:	1 Year
Articulation Options:	This qualification has been designed to allow entry into either the National Certificates in Systems Support at NQF level 5 or the National Certificate in Systems Development at NQF level 5, but can also be used as foundational to other IT qualifications that will be defined in future.
Assessment of Programme:	Assessment is conducted as both Formative Assessment & Summative Assessment. The Formative Assessment is covered as Continuous Assessment Test and compilation of a Portfolio of evidence by the learner. The Summative Assessment takes place as a National Summative exam for 1st & 2nd Semester. It is compulsory for all learners to complete WIL for completion of the programme.

Course Structure

- Communication 1st Language
- Hardware Volume 1
- Hardware Volume 2
- Mathematics
- Software
- Communication 2nd Language
- Web Application
- Database Concepts Volume 1
- Help Desk Technology
- Advance Programming Concepts

Total Credits : 165

Further Education and Training Certificate :
Information Technology : Systems Development (NQF4)
MICT SETA Accredited Qualification ...Cont'd

Learning Outcomes

- Communicate effectively with fellow IT staff & users of information systems.
- Demonstrate an understanding of different types of computer systems and the use of computer technology in business.
- Demonstrate an understanding of problem solving techniques, and how to apply them in a technical environment.
- Demonstrate an understanding of Computer Technology Principles.
- Demonstrate an understanding of Computer Programming Principles.
- Work effectively as a team member within a development project environment.
- Carry out, under supervision, a small size task to demonstrate an understanding of the knowledge, techniques & skills needed to understand the fundamentals of Computer Programming.

Brief description of Communication 1st Language

- Apply comprehensive skills to engage oral texts in a business environment
- Engage in sustained oral/signed communication and evaluate spoken/signed texts
- Read/view, analyse and respond to a variety of text.
- Write/present/sign for a wide range of contexts

Brief description of Hardware Volume 2

- Explain computer architecture concept
- Demonstrate an understanding of testing IT systems against given specifications
- Explain the principles of computer network.
- Resolve computer users problems

Brief description of Mathematics

- Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues.
- Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems
- Represent analyse and calculate shape and motion in 2-and3- dimensional space

Brief description of Hardware Volume 1

- Investigate the use of computer technology in an organisation
- Apply the principles of Computer programming
- Describe the principles of Computer Programming
- Explain how data is stored on computers
- Demonstrate an understanding of testing IT systems against given specifications
- Explain computer architecture concepts
- Hardware configurations

Brief description of Software

- Accommodate audience and context needs in oral communication
- Interpret and use information from text
- Write texts for a range of communicative contexts
- Engage in sustained oral communication and evaluate spoken texts
- Read analyse and respond to a variety of texts
- Write for a wide range of contexts
- Work as a project team member.
- Apply comprehension skills to engage written texts in a business environment
- Conduct a formal meeting
- Investigate the use of computer technology in an organisation
- Resolve computer users problems
- Participate in groups and/or teams to recommend solutions to problems

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Further Education and Training Certificate : Information Technology : Systems Development (NQF4) MICT SETA Accredited Qualification

Brief description of Communication 2nd Language

• Accommodate audience and context needs in oral/signed communication
• Interpret and use information from texts
• Analyse and respond to a variety of Literary texts
• Write/present/sign texts for a range of communication contexts

Brief description of Database Concepts Volume 1

• Explain how data is stored on computers
• Demonstrate an understanding of information systems analysis

Brief description of Web Application

• Demonstrate an understanding of the principles of developing software for the internet

Brief description of Help Desk Technology

• Resolve computer users problems
• Handle a range of customer complaints
• Comply with service levels as set out in a contact centre operation

Brief description of Advanced Programming Concepts

• Demonstrate an understanding of the principles of developing software for the internet
• Describe the difference between programming in Object Oriented and Procedural Languages
• Design a computer program according to given specifications

National Certificate: Information Technology: Systems Development (NQF 5)
MICT SETA Accredited Qualification

Purpose Of Qualification

The purpose of this qualification is to enhance readiness and provide entry into the areas of Systems Development at NQF L5. It prepares learners for entry into the workplace or as an undergraduate study in System Development areas covered, providing them with the necessary knowledge needed for further study in the fields of Information Technology and Computer Sciences.

Career Focus

- Computer Programmer
- Project Planner
- Data Capturer
- Lab Assistant
- Junior Programmer
- Systems Development Manager
- Project Manager
- Systems Administrator
- Data Centre Adminstrator

Registered with:	Department of Education
Accredited by :	MICT Seta (SAQA ID :48872)
Admission Requirements :	A pass in all modules - Learner allowed to complete re-assessments.
Minimum completion time:	1 Year
Maximum completion time:	1 Year
Articulation Options:	This qualification was developed to allow for further study in Information Technology and related fields at Higher Education levels. It will allow the qualified learner to progress to further qualifications either in Systems Development or other IT domains, or into related industries where IT is a key component. In particular, this qualification has been designed to allow entry into the National Diploma in Systems Development at NQF level 5 and into current tertiary qualifications at National Diploma level.
Assessment of Programme:	Assessment is conducted as both Formative Assessment & Summative Assessment. The Formative Assessment is covered as Continuous Assessment Test and compilation of a Portfolio of evidence by the learner. The Summative Assessment takes place as a National Summative exam for 1st & 2nd Semester. It is compulsory for all learners to complete WIL for completion of the programme.

- Personal Development
- Database Design. Implementation and Development Volume 1
- Computer Programming, Development & Problem Solving Volume 1
- Database Design, Implementation and Development Volume 2
- Gathering Techniques for Computer Systems Development
- Computer Programming, Development & problem Solving Volume 2
- Programming and the World Wide Web

Total Credits : 131

· Further Education & Training Prospectus 2014 : Full-Time, Part-Time & Distance Education modes of Delivery ·

Learning Outcomes

- Use a logical methodology to troubleshoot the common types of hardware and software problems typically encountered in the day-to-day operations of a department in an organisation.
- Understand the role of technology in the business context.
- Demonstrate basic application support skills
- Demonstrate operating system support skills
- Demonstrate network support skills
- Relate business problems and information technology solutions
- Demonstrate appropriate technical reporting skills
- Demonstrate appropriate customer care in the context of IT support
- Function appropriately in a change management process within a support team
- Demonstrate hardware support skills for server computers
- Demonstrate an understanding of Systems Support contextualised within a selected work area.

Brief description of Personal Development

- Explain the principles of business and the role of information technology
- Demonstrate an awareness of ethics and professionalism for the computer industry in South Africa.
- Use computer technology to research a computer topic
- Write a technical report
- Demonstrate an understanding of estimating a unit of work and the implications of late delivery
- Conduct a technical practitioners meeting.
- Analyse feedback contexts and apply constructive feedback techniques
- Present information in a public setting

Brief description of Database Design, Implementation and Development Volume 1

- Demonstrate an understanding of Wide Area Computer Networks (WAN's), comparing them with Local Area Networks (LAN's)
- Install and commission a local area computer network
- Demonstrate an understanding of different computer network architectures and standards
- Demonstrate an understanding of local area computer networks by installing a networked workstation

Brief description of Computer Programming, Development & Problem Solving Volume 1

- Apply the principles of designing computer system inputs and outputs
- Manage software development source files and using appropriate tools
- Demonstrate logical problem solving and error detection techniques
- Produce documentation for a computer programme to agreed standards

Brief description of Database Design, Implementation and Development Volume 2

- Create database access for a computer application using structured query language
- Demonstrate an understanding of Computer Database Management Systems
- Demonstrate logical problem solving and error detection techniques

Brief description of Computer Programming, Development & problem Solving Volume 2

- Create database access for a computer application using structured query language
- Demonstrate an understanding of sort and search techniques used in computer programming

National Certificate: Information Technology: Systems Development (NQF 5)
MICT SETA Accredited Qualification...Cont'd

Brief description of Gathering Techniques for Computer Systems Development

• Apply information gathering techniques for computer system development
• Apply principles of creating computer software by developing a complete programme to meet given business specifications
• Apply the principles of designing computer system inputs and outputs
• Test a computer program against a given specification

Brief description of Programming and The World Wide Web

• Demonstrate an understanding of the principles of the internet and the world-wide-web
• Design and build a web-site using simple HTML
• Apply advanced HTML and associated techniques to build a web-site for business applications
• Demonstrate an understanding of the principles of implementing and managing a web server
• Demonstrate an understanding of the use of web-sites in business

DEPARTMENT OF SYSTEMS ENGINEERING

Further Education and Training Certificate : Information Technology : Technical Support (NQF 4) MICT SETA Accredited Qualification...

Purpose of Qualification

The purpose of this qualification is to build a foundational entry into the field of Computer Sciences and Information Technology, specifically into the field of Systems Support, covering basic knowledge needed for further study in the field of Systems Support at Higher Education Levels.

Career Focus

- Computer Technician
- Network Administrator
- Hardware Technician
- Help Desk Support
- Laboratory Technician
- Call Centre Support
- Data Centre Administrator
- Network Engineer
- Support Team Leader

Registered with:	Department of Education
Accredited by :	MICT Seta (SAQA ID : 78964)
Admission Requirements :	Grade 11 or equivalent qualification NQF 3 with English and Mathematics
Minimum completion time:	1 Year
Maximum completion time:	1 Year
Articulation Options:	This qualification has been designed to allow entry into either the National Certificates in Systems Support at NQF level 5 or the National Certificate in Systems Development at NQF level 5, but can also be used as foundational to other IT qualifications that will be defined in future.
Assessment of Programme:	Assessment is conducted as both Formative Assessment & Summative Assessment. The Formative Assessment is covered as Continuous Assessment Test and compilation of a Portfolio of evidence by the learner. The Summative Assessment takes place as a National Summative exam for 1st & 2nd Semester. It is compulsory for all learners to complete WIL for completion of the programme.

Course Structure

- Communication 1st Language
- Basics of Networks
- Advanced End User Computing Volume 2
- Mathematics
- Communication 2nd Language
- Help Desk Technology
- PC Hardware Support
- (Elective 1) PC Engineering
- (Elective 2) Data Communication and Networking

Total Credits : 163

Learning Outcomes

- Communicate effectively with fellow IT staff & users of information systems.
- Demonstrate an understanding of different types of computer systems and the use of computer technology in business.
- Demonstrate an understanding of problem solving techniques, and how to apply them in a technical environment.
- Demonstrate an understanding of Computer Technology Principles.
- Select and use materials and equipment safely for technological purposes.
- Work effectively as a team member within a support team.
- Carry out, under supervision, a small size task to demonstrate knowledge of techniques & skills needed in one or more of the following areas of majoring/specialisation:
  - Hardware and Infrastructure Support for Personal Computers
  - Hardware and Infrastructure Support for Office Products
  - Data Communications and Network Support

Brief description of Communication 1st Language

- Apply comprehensive skills to engage oral texts in a business environment
- Engage in sustained oral/signed communication and evaluate spoken/signed texts
- Read/view, analyse and respond to a variety of text.
- Write/present/sign for a wide range of contexts

Brief description of Advanced End User Computing Volume 2

- Explain how data is stored on computers

Brief description of Communication 2nd Language

- Accommodate audience and context needs in oral/signed communication
- Interpret and use information from texts
- Analyse and respond to a variety of Literary texts
- Write/present/sign texts for a range of communication contexts

Brief description of Basics of Networks

- Resolve technical computer problems
- Explain the principle of computer networks

Brief description of Mathematics

- Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues.
- Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems
- Represent analyse and calculate shape and motion in 2-and3- dimensional space

Brief description of Help Desk Technology

• Resolve computer users problems
• Handle a range of customer complaints
• Comply with service levels as set out in a contact centre operation

Brief description of PC Hardware Support

• Demonstrate an understanding of testing IT systems against given specifications
• Demonstrate an understanding of preventative maintenance environmental issues.
• Investigate the use of technology in an organisation
• Explain computer architecture concepts

Brief description of Data Communication and Networking (Elective 2)

• Demonstrate knowledge of basic concepts of telecommunications
• Describe Synchronous/ Asynchronous Com munication with computers
• Describe data communications
• Apply the principles of supporting users of local area networks
• Install networked computer application software
• Install a local area network

Brief description of PC Engineering (Elective 1)

• Demonstrate knowledge of the principles of electronic logic for computing
• Demonstrate an understanding of hardware components for personal computers or hand held computers
• Repair peripherals for a personal computer or handheld computer to module level
• Repair peripherals for a personal computer or handheld computer to module level Assemble a personal computer or handheld computer and peripherals from modules
• Repair a personal computer or hand-held computer to module level

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National Certificate : Information Technology : Systems Support (NQF 5) MICT SETA Accredited Qualification

Purpose of Qualification

The purpose of this qualification is to enhance readiness and provide entry into the areas of Systems Support at NQF L5. It prepares learners for entry into the workplace or as an undergraduate study in System Development areas covered, providing them with the necessary knowledge needed for further study in the fields of Information Technology and Computer Sciences.

Career Focus

- Computer Technician
- Network Administrator
- Hardware Technician
- Call Centre Support
- Data Centre Administrator
- Electronic Data Warehousing
- Systems Team Leader
- Systems Administrator
- Junior ICT Manager

Registered with:	Department of Education
Accredited by :	MICT Seta (SAQA ID : 48573)
Admission Requirements :	New National Senior Certificate (NSC) that allow entry to the Higher Education Certificate Diploma or Bachelors Degree OR Equivalent NQF Level 5 qualification
Minimum completion time:	1 Year
Maximum completion time:	1 Year
Articulation Options:	This qualification was developed to allow for further study in Information Technology and related fields at Higher Education levels. It will allow the qualified learner to progress to further qualifications either in Systems Support or other IT domains, or in related industries where IT is a key component. In particular, this qualification has been designed to allow entry into the National Diploma in Systems Support at NQF level 5 and into current tertiary qualifications at National Diploma level.
Assessment of Programme:	Assessment is conducted as both Formative Assessment & Summative Assessment. The Formative Assessment is covered as Continuous Assessment Test and compilation of a Portfolio of evidence by the learner. The Summative Assessment takes place as a National Summative exam for 1st & 2nd Semester. It is compulsory for all learners to complete WIL for completion of the programme.

Course Structure

- Personal Development
- Network Architecture and Standards
- Enterprise Systems Management
- Designing a LAN for Departmental Office
- Client Server Networking
- Managing LANS and understanding WANS
- Assembling, Repairing and Maintaining a Server
- Monitor, Maintain and Test Systems

Total Credits : 147

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Learning Outcomes

• Use a logical methodology to troubleshoot the common types of hardware and software problems typically encountered in the day-to-day operations of a department in an organisation.
• Understand the role of technology in the business context.
• Demonstrate basic application support skills
• Demonstrate operating system support skills
• Demonstrate network support skills
• Relate business problems and information technology solutions
• Demonstrate appropriate technical reporting skills
• Demonstrate appropriate customer care in the context of IT support
• Function appropriately in a change management process within a support team
• Demonstrate hardware support skills for server computers
• Demonstrate an understanding of Systems Support contextualised within a selected work area.

Brief description of Personal Development

• Explain the principles of business and the role of information technology
• Demonstrate an awareness of ethics and professionalism for the computer industry in South Africa.
• Use computer technology to research a computer topic
• Write a technical report
• Demonstrate an understanding of estimating a unit of work and the implications of late delivery
• Conduct a technical practitioners meeting.
• Analyse feedback contexts and apply constructive feedback techniques
• Present information in a public setting

Brief description of Network Architecture and Standards

• Demonstrate an understanding of Wide Area Computer Networks (WAN's), comparing them with Local Area Networks (LAN's)
• Install and commission a local area computer network
• Demonstrate an understanding of different computer network architectures and standards
• Demonstrate an understanding of local area computer networks by installing a networked workstation

Brief description of Enterprise Systems Management

• Describe enterprise systems management and its role in IT systems support

Brief description of Designing a LAN for Departmental Office

• Design a local area computer network for a departmental office environment

• Demonstrate appropriate customer care in the context of IT support, according to a Service Level Agreement

Brief description of Client Server Networking

- Demonstrate an understanding of the concepts of Multi-User computer Operating Systems
- Install and configure a multi-user networked operating system
- Administer a local area computer network

Brief description of Managing LANS and understanding WANS

- Demonstrate an understanding of Wide Area Computer Networks (WAN's), comparing them with Local Area Networks (LAN's)
- Demonstrate an understanding of issues affecting the management of a local area computer network (LAN)
- Demonstrate an understanding of local area computer networks by installing a networked workstation
- Demonstrate appropriate customer care in the context of IT support, according to a Service Level Agreement

Brief description of Monitor , Maintain and Test Systems

- Administer a local area computer network
- Monitor and maintain a multi-user networked operating system
- Test Networked IT systems against given specifications

Brief description of Assembling, Repairing and Maintaining a Server

- Assemble a server computer and peripherals from modules
- Install and commission multi-user application software for a server computer
- Install a server computer and peripherals
- Maintain and repair a server computer to module level
- Install and commission multi-user system software on a server computer

FACULTY OF BUSINESS & MANAGEMENT SCIENCES

Further Education and Training Certificate :
Generic Management (NQF 4)

Purpose of Qualification

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.

Career Focus

Junior managers include team leaders, supervisors, foremen and section heads.

Accredited by	SERVICES SETA (SAQA ID : 57712)
Admission Requirements	Communication at NQF Level 3, Mathematical Literacy at NQF Level 3, Computer Literacy at NQF Level 3.
Duration	1 Year
Vertical Articulation:	The FETC: Management articulates with the National Certificate: Management at Level 5
Horizontal Articulation:	This qualification articulates horizontally with the following qualifications: FETC: New Venture Creation, SAQA ID: 23953 FETC: Leadership Development, SAQA ID: 50081 FETC: Business Systems Operations: End User (ERP), SAQA ID: 49176 FETC: Small Business Advising (Information Support), SAQA ID: 48883
Assessment of Programme:	Assessment is conducted as both Formative Assessment & Summative Assessment. The Formative Assessment is covered as Continuous Assessment Test and compilation of a Portfolio of Evidence by the learner. The Summative Assessment takes place as a National Summative exam for the 1st & 2nd Semester. It is compulsory for all learners to complete WIL for completion of the programme.

Course Structure

- Understanding the Business
- Workplace Communication
- Teamwork
- Leadership in Management
- Writing Effectively
- Mathematical Concepts in the Workplace

Total Credits : 150

Learning Outcomes

The focus of this qualification is to enable learners to be competent in a range of knowledge, skills, attitudes and values including:
• Gathering and analysing information.
• Analysing events that impact on a business and its competitive environment.
• Complying with organisational standards.
• Motivating an individual or team.
• Negotiating in a work situation.
• Understanding the role of business strategy as it applies to junior management.
• Managing the budget within a specific area of responsibility.
• Applying management principles and practices within a specific area of responsibility.
• Managing work unit performance to achieve goals.
• Behaving ethically and promoting ethical behaviour in a work situation.
• Demonstrating understanding of the consequences in a work unit of HIV/AIDS

Brief description of Understanding the Business

This module provides learners with the access and use of suitable learning resources, use learning strategies, to manage occupational learning programme materials, to conduct basic research, analyse and present findings, to function in a team, and to reflect on how characteristics of the workplace and occupational context affect learning . It involves explaining the various core functions of an organisation, explaining the support functions of an organisation, explaining the role of a selected work unit in an organisation, in relation to the core business, investigating and explaining the difference between line and support functions in an organisation, explaining the relationship between the type, ownership and size of an organisation and its management structure and explaining the relationship between various management roles.

Brief description of Workplace communication

This module enables learners to interact successfully in oral/signed communication, use strategies that capture and retain the interest of an audience , identify and respond to manipulative use of language, identifying internal and external customers, where applicable, explaining standards of customer service expected by the organisation, measuring customer satisfaction on an ongoing basis, and recommending corrective action.

Brief description of Team Work

This module focuses of team management and how to work successfully with team members. It focuses on preparing to receive a member on a team, introducing a new member, explaining how performance is monitored, creating awareness of career opportunities in an organisation. Explain the importance of motivating a team. Demonstrating an understanding of self and team members in a workplace. Applying theories of motivation and group dynamics. Implementing a plan of action to strengthen a team. Providing feedback and recognising achievements. Explaining the role of a team leader. Explaining the purpose of a team. Contracting with a team to obtain commitment. Monitoring the achievement of team objectives. Specifying objectives. Formulating a plan. Co-ordinating people and other resources. Implementing the plan to meet objectives. Evaluating results and making corrections and improvements.

Further Education and Training Certificate :
Generic Management (NQF 4)

Brief description of Leadership in Management

This module enables the learner to: Create, implement and maintain a personal and team task list. Using and maintaining a diary. Prioritising personal and team tasks. Implementing and maintaining a task list. Understanding the overall strategy of an organisation. Understanding how the activities of own area of responsibility align with the overall strategy of the organisation. Communicating to the members of own team how its area of responsibility aligns to the overall organisational strategy. Explaining the concept of personal ethics in relation to the moral compass. Describing the role of a code of conduct in a work environment, according to ethical principles. Upholding the code of conduct within the work team. Defining a problem. Investigating the problem. Generating problem solutions. Implementing problem solution. Evaluating the effectiveness of the solution. Explaining the concept of leadership. Differentiating between the concepts of leadership and management. Applying leadership techniques to individuals and teams within the work context. Evaluating the impact of leadership techniques applied.

Brief description of Writing effectively

The purpose of this module requires learners to follow a process in writing texts and reports required in business. It is intended to promote clear, unambiguous communication in plain language and to improve the quality of written reports and other texts that are specific to a business environment, require a particular format and may include specified legislated requirements. The unit standard enables learners to recognise and effectively use textual conventions and features specific to business texts. Use a range of reading and viewing strategies to understand the literal meaning of specific texts Use strategies for extracting implicit messages in texts

Brief Description of Communication 2nd Language

This module is designed to enable learners communicate and write in a understand a second language.

Brief description of Work Integrated Learning

• Demonstrate Practical and experiential skills

Brief description of Mathematical Concepts in the Workplace

This module enables learners to: Use mathematics to plan and control financial instruments including insurance and assurance, unit trusts, stock exchange dealings, options, futures and bonds. Use simple and compound interest to make sense of and define a variety of situations including mortgage loans, hire purchase, present values, annuities and sinking funds. Investigate various aspects of costs and revenue including marginal costs, marginal revenue and optimisation of profit. Use mathematics to debate aspects of the national and global economy, including tax, productivity and the equitable distribution of resources. A confident, insightful use of mathematics in the management of the needs of everyday living to become a self-managing person.

National Certificate : Business Administration Services (NQF3)

Purpose of Qualification

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.

Career Focus

- Executive Secretary
- Receptionist
- Personal Assistant
- Banking Administration
- Secretarial Services
- Switchboard Operator
- Customer Service Assistant
- Data capturer

Accredited by:	SERVICES SETA (SAQA ID :67465)
Admission Requirements:	Communication NQF level2 and Mathematical literacy NQF level 2
Minimum Requirements to complete the qualification:	A pass in all modules - Learner allowed to carry only two modules from one semester to the next semester
Duration:	1 Year
Vertical Articulation:	The National Certificate in Business Administration: Level 4
The National Certificate in Management: Level 3 & 4
The National Certificate in Public Administration: Level 4
Assessment of Programme:	Assessment is conducted as both Formative Assessment & Summative Assessment. The Formative Assessment is covered as Continuous Assessment Test and compilation of a Portfolio of evidence by the learner. The Summative Assessment takes place as a National Summative exam for 1st & 2nd Semester. It is compulsory for all learners to complete WIL for completion of the programme.

Course Structure

- Communicate Effectively
- Writing for Success
- Working in a Team
- Mathematical Literacy
- Computer Literacy
- The Business Environment
- The Role of the Business Administrator
- Effective Research in the Workplace
- Office Management
- Frontline Customer Services

Total Credits : 120

National Certificate : Business Administration Services (NQF3)

Learning Outcomes

- Plan, monitor and control and information system
- Maintain booking systems
- Participate in meetings and process documents and communications related theret
- Utilise technology to produce information
- Plan and conduct basic research in an office environment
- Coordinate meetings, minor events and travel arrangements
- Set personal goals
- Function in a team and overall business environment
- Demonstrate an understanding of employment relations

Brief description of Communicate Effectively

- Select the method of communication
- Communicate with subordinates
- Communicate with clients
- Interact successfully with an audience in oral communication
- Use strategies that capture and retain the interest of an audience
- Identify and respond to manipulative use of language

Brief description of The role of the Business Administrator

- Operate in a team
- Understand the structure of the team, and the roles and responsibilities of each team member
- Identify and take into account external (environmental) factors that influence the workings and success of the team
- Evaluate the success of the team
- Demonstrate an understanding of different conflict situations in the workplace
- State and explain the difference between feelings and actual problem (contents)
- Handle and resolve a conflict in the workplace
- Explain the importance of familiarising new staff with the workplace
- Explain the importance of checking that new staff understand their responsibilities
- Explain the difference between introducing a new staff member to the workplace and inducting a new staff member
- Contribute to the effective functioning of an organisation by understanding the roles of various stakeholders in the organisation
- Understand agreements, policies and procedures related to employment in the organisation

Brief description of writing for success

- Use a range of reading and viewing strategies to understand the literal meaning of specific texts
- Use strategies for extracting implicit messages in texts
- Respond to selected texts in a manner appropriate to the context
- Explore and explain how language structures and features may influence a reader
- Write for a specified audience and purpose
- Use language structures and features to produce coherent and cohesive texts for a wide range of contexts
- Draft own writing and edit to improve clarity and correctness
- Demonstrate an understanding of the agenda of meetings
- Explain the purpose and objective of Minutes of meetings
- Take efficient Minutes of meetings

Brief description of Mathematical Literacy

- Describe, apply, analyse and calculate shape and motion in 2- and 3-dimensional space in different contexts
- This unit provides information on Unit Standard 9013
- Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations
- Investigate life and work related problems by the of data an probabilities

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National Certificate : Business Administration Services (NQF3)

Brief description of Computer Literacy

- Demonstrate knowledge of the uses and advanced features of a word processing package on a personal computer (including use of spell-check and grammar checking tools)
- Create and use bulleted and numbered lists and tables
- Import and position pictures, images and objects into a word processing document
- Use the mail merge feature
- Save the document in a format that it can be used in other applications
- Plan and design computer spreadsheet documents to solve a business problem
- Format data in a spreadsheet.
- Create graphs
- Write macros
- Solve problems using a spreadsheet

Brief description of The Role of the Business Administrator

- Describe the role of the business administrator
- Co-ordinate meetings, minor events and travel arrangements
- Monitor and control office supplies
- Monitor and control the maintenance of office equipment
- Maintain a Booking System

Brief description of The Business Environment

- Explain the structures and roles of the different types of organisations within their own industry
- Demonstrate an understanding of the concept of a market as applied to a selected business sector and discuss the market position of the organisation
- Identify and describe the role of professional bodies, associations and regulatory authorities in or affecting a selected business sector
- Describe safety principles for the operation of electrical equipment
- Describe various filing systems and use them correctly to maintain a filing system in a given environment
- Explain the importance of understanding the function, maintenance and repair of office equipment
- Explain the importance of integrating with a team and being culturally sensitive
- Prioritise work by using a daily to-do list
- Maintain security and confidentiality in the workplace
- Describe the concept of consumables and order and manage consumables in a given work environment
- Identify and respond to factors, faults or damage which increase the security risk for staff and Customers

National Certificate Business Administration Services (NQF 3)

Brief description of Office Management

- Understand a range of options to make financial decisions
- Demonstrate outcomes which express applied competence in the basic concepts of finance as related to his/her job
- Demonstrate knowledge and understanding of a float and how it should be managed
- Demonstrate the ability to make decisions about situations that may arise and act accordingly
- Demonstrate the ability to learn from his/her actions and to adapt performance, given specific changes in technology
- Explain petty cash procedures according to organisational requirements
- Process petty cash transactions
- Explain the banking procedures conducted within the organisational context
- Process payments
- Process banking transactions

Brief description of Effective Research in the Workplace

- Log on to the Internet
- Use Internet Explorer to access the World Wide Web
- Search the Internet using a search engine and bookmark and save results from a search
- Print web pages and search reports
- Plan a basic research project
- Gather and collate data relevant to the research question / problem
- Analyse data obtained from the research
- Prepare and present a report and recommendations based on the findings of the research
- Evaluate the effectiveness and usefulness of the research
- Plan and implement a storage and retrieval system
- Monitor and control the implementation of a filing and retrieval system

Brief description of Frontline Customer Service

- Monitor the maintenance of a clean and safe reception area as per organisational requirements
- Monitor the presentation of the reception area
- Monitor the implementation of security procedures in reception area
- Oversee the reception of visitors
- Ensure that visitors are consulted according to organisational requirements
- Monitor visitors' satisfaction
- Demonstrate personal skills required for positions involving customer contact
- Greet and attend to customer enquiries face-to-face
- Attend to customer requests over the telephone
- Respond to customer complaints face-to-face and on the telephone

Further Education and Training Certificate: Business Administration Services (NQF 4)

Purpose of Qualification

The National Certificate in Business Administration Services: NQF Level 4 is designed to meet the needs of those learners both employed or unemployed, who are already involved or wish to become involved in the field of Administration. Administration is an essential field of learning as Administration competencies apply to all industries and to many non-commercial ventures such as sports/recreation clubs, religious groups, etc. This means that there is an on-going need for skilled Administrative people to carry out these functions both in the commercial and non-commercial sectors. There is also a need to develop career paths in this field so as to offer people involved in Administration the opportunity to continue with a programme of life-long learning, which will make them knowledgeable and skilled employees with enhanced employment opportunities.

Career Focus

• Secretarial Services Reception Services
• Switchboard Operations
• Financial Administration
• Banking Administration
• Personal/Executive Assistant Services
• Technical Assistance
• Typing
• Data Capturing

• Systems Administration
• Human Resources Administration
• Basic Contracts Administration
• Legal Secretarial Services
• Reception Supervision
• Change Administration and Management
• Relationship Management

Accredited by:	SERVICES SETA (SAQA ID : 61595)
Admission Requirements:	Grade 11 with appropriate subject combinations and levels of achievement.
Minimum Requirements to complete the qualification:	Competency in all modules. The learner is allowed to complete re-assessments in semester 2.
Duration:	1 Year
Articulation:	Horizontal Articulation The National Certificate in Tourism: Reception: Level 4 The National Certificate in Hospitality Reception: Level 4 The National Certificate in Management: Level 4 The National Certificate in Project Management: Level 4 The National Certificate in Public Relations: Level 4. Vertical articulation is possible with the following Qualifications: National Diploma in Accommodation Services: Level 5 National Diploma in Service Management: Level 5 National Certificate in Business Administration: Level 5 National Certificate in Public Administration: Level 5.

Further Education and Training Certificate: Business Administration Services (NQF 4)

Assessment of Programme:	Assessment is conducted as both Formative Assessment & Summative Assessment. The Formative Assessment is covered as Continuous Assessment Test and compilation of a Portfolio of evidence by the learner. The Summative Assessment takes place as a National Summative exam for 1st & 2nd Semester. It is compulsory for all learners to complete WIL for completion of the programme.

Course Structure

- Communication In The Workplace
- Writing Effectively
- Mathematical Literacy
- Understanding The Business Environment
- Managing Effectively
- Communication 2nd Language

- Ethics In The Workplace
- Practical Finance
- Choice Of Elective: Project Management; Secretarial Support; Human Resource Management

Total Credits : 140

Learning Outcomes

- Have knowledge of the procedures for stock and fixed asset control.
- Develop Administrative systems together with other employees.
- Control and keep all information required by the organisation up to date
- Ensure the confidentiality of information
- Develop administrative procedures relating to the systems and to write them into a manual for use by other employees.
- Improve organisational effectiveness.
- Present information that is routinely and regularly required, as well as specific information that is requested from time-to-time.
- Use listening, reading and writing skills
- Be an effective employee in the Administrative section of an organisation.
- Plan and organise own work
- Establish and maintain sound working relationships
- Comply with the organisation`s ethics and code of conduct
- Set personal goals and develop and manage him/herself in a business context.
- Be aware of how fraud can be present in an office environment and assist in its control
- Display Cultural awareness in dealing with customers and colleagues and utilising the differences in a positive way to enhance the effectiveness and image of the organisation.
- Identify and solve work related problems together with others.
- Apply efficient time management processes, procedures and techniques.
- Be an effective member of a team
- Conduct basic research projects in relation to the Administrative function

Further Education and Training Certificate: Business Administration Services (NQF 4)

Brief description of Communication in the Workplace

• Display cultural awareness in dealing with customers and colleagues

• Engage in sustained oral communication and evaluate spoken texts

Brief description of Mathematical Literacy

• Apply knowledge of statistics and probability
• Measure, estimate & calculate physical quantities & explore, critique & prove geometrical relationships in 2 and 3 dimensional space.
• Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues

Brief description of Managing Effectively

• Develop administrative procedures in a selected organization
• Manage administration records
• Contract service providers
• Manage service providers in a selected organization

Brief description of Ethics In The Workplace

• Comply with organisational ethics
• Describe and assist in the control of fraud in an office environment

Brief description of Project Management

• Implement project administration processes according to requirements
• Apply a range of project management tools

Brief description of Human Resource Management

• Participate in the implementation and utilization of equity related processes
• Recruit and select candidates to fill defined positions

Brief description of Writing Effectively

• Present information in report format
• Write for a wide range of contexts
• Use the writing process to compose texts required in the business environment
• Read analyse and respond to a variety of texts

Brief description of Understanding the Business Environment

• Achieve personal effectiveness in business environment
• Apply efficient time management
• Work as a project team member
• Analyse new developments reported in the media that could impact on a business sector or industry

Brief description of Communication 2nd Language

• Write texts for a range of communicative contexts
• Interpret a variety of literary texts
• Interpret and use information from texts
• Accommodate audience and context needs in oral communication

Brief description of Practical Finance

• Describe and apply the management of stock and fixed assets in a business unit
• Apply the budget function in a business unit
• Demonstrate understanding of real and complex number systems

Brief description of Secretarial Support

• Co ordinate meetings, minor events and travel arrangement
• Monitor and control reception area
• Process incoming and outgoing telephone calls
• Monitor customer satisfaction

DEPARTMENT OF BOOKKEEPING

Purpose of Qualification

This qualification provides learners with a comprehensive knowledge of bookkeeping, financial accounting, management accounting, cost accounting, personal and business taxation, business law and accounting control. Upon completion, the learner attains a Certified Tax Technician (CTT) status as a member of the South African Institute of Tax practitioners.

Career Focus

This qualification can lead to the following career opportunities:

- Senior Bookkeeper
- Creditors Clerk
- Payroll Administrator
- Accounting Supervisor
- Trainee Accountant
- Debtors Clerk
- Accounting Technician

- Bookkeeping Clerk
- Accounts Clerk
- Tax Administrator
- Junior Accountant
- Cash Book Controller
- Financial Clerk
- Certified Tax Technician
- Assistant Accountant

Registered with:	The Institute of Certified Bookkeepers (ICB).FASSET SETA.
Accredited by :	The Institute of Certified Bookkeepers (ICB).
Registered on :	National Qualification Framework by SAQA (Reference ID 36213).
Admission Requirements :	Grade 12 or Equivalent or NQF Level 4 Qualification National Certificates: Accounting. Competent in Communication, Mathematics and Accounting at NQF Level 4. Learners who have completed the National Diploma: Technical Financial Accounting at NQF Level 5 will be granted credits towards the completion of this qualification. The Qualification may be obtained in whole or in part through a process of RPL. If competency can be shown in all the exit level outcomes, the complete qualification can be awarded to the candidate.
Minimum Requirements to complete the qualification:	Pass ICB examinations in all modules.
Duration :	2 Year
Articulation Possibilities :	• CIMA Diploma in Management Accounting • National Diploma in Management Accounting (NQF Level 6) • Qualifications of other professional bodies such as the Association of Chartered Certified Accounts
Professional Designation :	Successful candidates may register with the Institute of Certified Bookkeepers and use the following designation "Certified Technical Financial Accountant" CTFAIcb (SA).

Course Structure -First Year

Semester 1

Semester 2

Modules

Business Literacy (ICB/01)

- Life Skills
- Numerical Skills
- Communication Skills
- Business Case Studies

Junior Bookkeeper Module:
Bookkeeping to Trial Balance (ICB/02)
- Introduction to Practical Bookkeeping
- Bookkeeping for Inventory Systems
- Bank & Creditors Reconciliations
- Role of Accounts Clerk

Modules

Junior Bookkeeper: Payroll and Monthly
SARS Returns (ICB/03)
- Payroll administration
- Basic Business Ethics
- Monthly SARS Payroll Returns
- SARS VAT Return

Junior Bookkeeper: Computerised
Bookkeeping (ICB/04)
- Computerised Accounting Package
- Word Processing
- Spreadsheets
- Presentation graphics
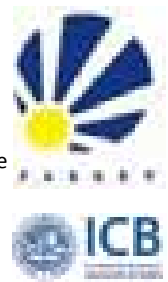
Course Structure -Second Year

Semester 1

Semester 2

Modules

Senior Bookkeeper: Financial Statements
(ICB/05)
- Fixed Assets Control
- Accounting Year End
- Annual Financial Statements
- Cash Flow Statements

Senior Bookkeeper Module: Cost and
Management Accounting (ICB/06)
- Accounting for Manufacturing Concerns
- Break Even Analysis
- Cost, Volume/Profit Analysis
- Budgeting and Standard Costing
- Financial Management & Business Ethics

Modules

Business Law and Accounting Control (ICB/08)
- Contact Law
- Insolvency Law
- Estate Planning
- Internal Auditing
- Computer Auditing

Income Tax Returns (ICB/07)
- Tax
- Tax Returns
- Estate Duty
- Taxation Planning
- Value Added Tax

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Institute of Certified Bookkeepers (ICB)
Accredited Qualification
National Diploma in Financial Accounting : NQF 6 (3 Year)

Purpose of Qualification

 This qualification provides learners with the knowledge, understanding, skills and experience to become a Financial Accountant as well as aiding social transformation through the formal acknowledgement of competencies, skills and knowledge in the Financial Accounting field and develop a specialist accounting and management career, either within South Africa or in other countries around the world.

Career Focus

This qualification can lead to the following career opportunities:

- Cost Accountant
- Financial Accountant
- Management Accountant
- Accountant
- Financial Director
- Accounting Officer

Registered with	The Institute of Certified Bookkeepers (ICB).FASSET SETA.
Accredited by	The Institute of Certified Bookkeepers (ICB).
Registered on	National Qualification Framework by SAQA- (SAQA ID : 20366)
Admission Requirements	Grade 12 or Equivalent or NQF Level 4 Qualification National Certificates: Accounting. Competent in Communication, Mathematics and Accounting at NQF Level 4. Learners who have completed the National Diploma: Technical Financial Accounting at NQF Level 5 will be granted credits towards the completion of this qualification. The Qualification may be obtained in whole or in part through a process of RPL. If competency can be shown in all the exit level outcomes, the complete qualification can be awarded to the candidate.
Minimum Requirements to complete the qualification	Pass ICB examinations in all modules.
Minimum Duration	3 Years
Professional Designation	Successful candidates may register with the Institute of Certified Bookkeepers and use the following designation "Certified Financial Accountant" CFAIcb (SA).
Articulation Possibilities	This Qualification articulates horizontally with the National Diploma: Management Accounting NQF 6 and articulates vertically with the following qualifications: • ACCA Professional Qualification • ICAEW Qualifications • ICSA Corporate Governance Qualifications • Learners will be able to apply for fellow membership of the Institute of Financial Accountants, based in the United Kingdom.

Course Structure

| Year 1	Year 2	Year 3
• Business Literacy • Bookkeeping to Trial Balance • Payroll & Monthly SARS Returns • Computerised Bookkeeping	• Financial Statements • Cost & Management Accounting • Business Law & Accounting Control • Income Tax Returns	• Corporate Strategy • Management Accounting Control Systems • Financial Reporting & Regulatory Frameworks • Accounting Theory & Practice
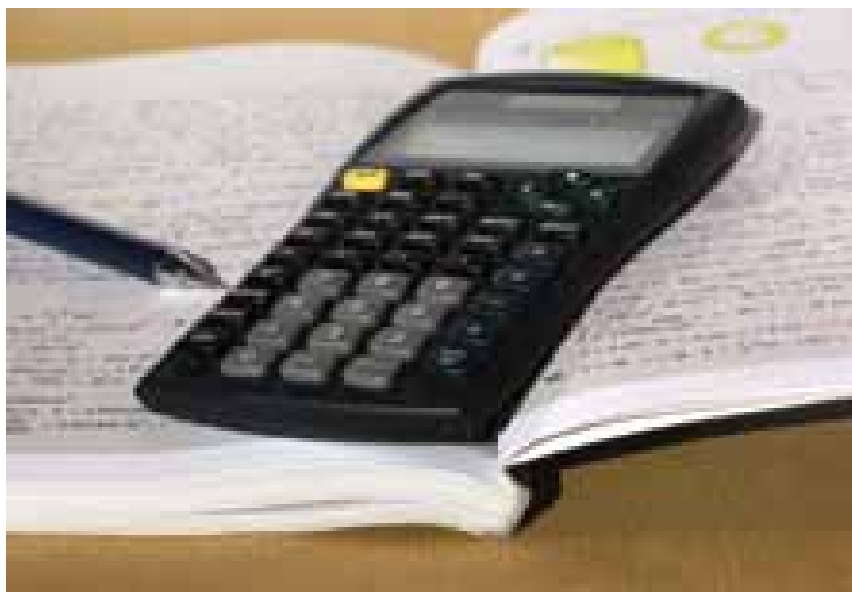
DEPARTMENT OF ENTREPRENEURSHIP & SMALL BUSINESS MANAGEMENT
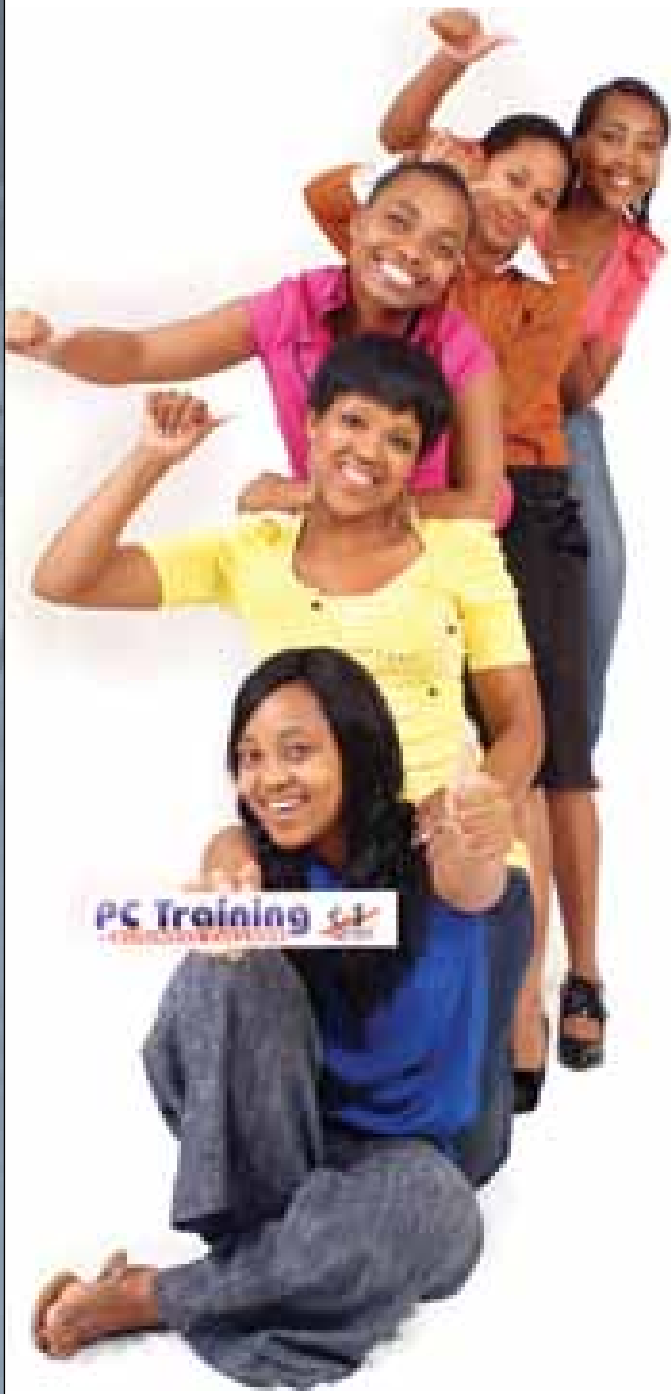
Further Education and Training Certificate :
New Venture Creation (NQF 4)

Purpose of Qualification

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.

Career Focus

• Aspiring Entrepreneurs
• Managers
• Junior Managers in SMME business

Accredited by :	SERVICES SETA (SAQA ID : 66429)
Admission Requirements :	Mathematical Literacy NQF level 3 and Communication NQF level 3
Minimum Requirements to complete the qualification :	A pass in all modules - Learner allowed to carry only two modules from one semester to the next semester
Duration :	1 Year
Articulation Possibilities :	This Qualification lends itself to both vertical and horizontal articulation possibilities. Horizontal articulation is possible with the following Qualifications: • ID 48883: Further Education and Training Certificate: Small Business \ Advising (Information Support), NQF Level 4. • ID 57712: Further Education and Training Certificate: Generic Management, NQF Level 4. Vertical articulation is possible with the following qualifications: • ID 48886: National Certificate: Business Advising, NQF Level 5. • ID 48874: National Certificate: Business Consulting Practice (Enterprise Resource Planning), NQF Level 5. • ID 59201: National Certificate: Generic Management, NQF Level 5.
Assessment of Programme:	Assessment is conducted as both Formative Assessment & Summative Assessment. The Formative Assessment is covered as Continuous Assessment Test and compilation of a Portfolio of evidence by the learner. The Summative Assessment takes place as a National Summative exam for 1st & 2nd Semester. It is compulsory for all learners to complete WIL for completion of the programme.

Further Education and Training Certificate :
New Venture Creation (NQF 4)...Cont'd

Course Structure

- Innovation
- Viability
- Entrepreneur
- Market Mechanisms
- Costing and Pricing
- Business Planning
- Tendering
- Manage Finances
- Finance New Ventures
- Plan Strategically
- Implement an Action Plan
- Productivity
- Human Resource
- Negotiation
- Leadership
- Manage Admin
- Ethical Conduct
- Communication
- Maths

Total Credits : 120

Learning Outcomes

Learner completing this qualification will be able to:

- 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 an market economy.
- Manage a new venture by applying business principles and techniques.
- Demonstrate an understanding of the role of leadership and management

Brief description of Innovation

- This module is aimed at giving the learners a fundamental understanding of the importance of innovation in business success. The learner will gain knowledge of specific techniques for realising creativity in the development of a viable business venture. It will also address the behavioural barriers that contribute to failure in starting and sustaining an enterprise.

Brief description of Viability

This module is aimed at learners who wish to identify and screen new ideas and/or opportunities with the intention of establishing and/or participating in a new venture.
On achieving this unit standard, the Learner will be able to:

- Develop specific techniques for releasing creativity in developing ideas/opportunities for a new venture.
- Determine the role of innovation in the development and growth of a new venture.
- Apply principles and practices of innovation in the development and growth of a new venture.

Brief description of Entrepreneurship

This module is for learners who are required to identify and develop within themselves, the personal characteristics of an entrepreneur that ensure the successful operation of a new venture. The unit standard also introduces the learner to the economic, administrative and behavioural (psycho-social) barriers that contribute to the success in starting and sustaining an enterprise. The learner will develop strategies to work effectively in a group and set personal goals in an entrepreneurial context

Brief description of Business Planning

This unit standard has as its core purpose to equip learners with the necessary knowledge and skills to produce business, financial and/or operations plans for implementing a new venture. It will also address the economic and administrative issues that prevent the starting of a new venture and contribute to the inability of an entrepreneur to sustain a new venture.

Brief description of Manage Finances

This module is intended for learners who have to manage the finances of a business venture. Learners who achieve this Module are able to manage the income and expenditure of their own business and base financial decision-making on financial data.

Brief description of Finance New Ventures

The purpose of this module is to:
• Determine the capital requirements of a new venture.
• Identify and compare all short term and long term funding options and services offered by the finance industry for new ventures.
• Compile personal income and expenditure and assets and liability statements.
• Identify the requirements and processes to access the selected financing option for the new venture.
• Identify alternative sources to secure finance for a new venture.

Brief description of Market Mechanisms

This module is aimed at learners who wish to develop an understanding of the way market mechanisms operate in a new venture. It will also address the economic realities of South Africa and the role new ventures play in job creation.

Brief description of Costing and Pricing

This Unit Standard is for learners who want to be competent in applying the principles of costing and pricing in determining profit margins for a new venture. The Unit Standard will assist the learner to determine the future profitability by establishing whether the costs involved will generate sufficient profit to justify the launching of the new venture.

Brief description of Tendering

This Unit Standard is intended for people who use the tendering process to secure new business for their own business venture. On achieving this unit standard, the Learner will be able to:
• Identify information sources of available business and new markets that can be accessed. • Analyse tender documents for viability in the new venture context.
• Calculate costs, revenue and profits of a specific tender.
• Complete tender documentation

Brief description of Plan Strategically

The Module is intended for learners who are required to implement and monitor a strategic plan to improve the performance.
On achieving this module, the learner will be able to:
• Define and discuss the concept of strategic planning in managing business performance.
• Discuss and explain the role of the various organisational strategies in business performance.
• Supervise and monitor expenditure as crucial aspect of business performance.
• Monitor measure and report on business performance.
Identify and rectify performance problems occurring in business

Further Education and Training Certificate :
New Venture Creation Certificate

Brief description of Implement an Action Plan

This module is intended for all people working in the SMME sector. You will be able to implement the business plans developed for a new venture. The practical and physical aspects of establishing a business are the focus of this Unit Standard.

After studying this module, you should be able to:
• Design an action plan for a new venture
• Set up business premises and operational systems.
• Business financial systems are arranged
• Identify the risks associated with the specific business.

Brief description of Human Resource

A learner achieving this unit standard will be able to analyse policy, procedures, agreements and conditions of employment applicable at the workplace environment and take the full responsibility to optimise and maintain efficiencies in policies. The learner should be able to identify trends and have the ability to implement acceptable systems to deal with this.

Brief description of Leadership

This Unit Standard is suitable for learners will be working within a Public Sector, Local Government, commercial or community environment, and will fulfil a leadership role as part of their job. This Unit Standard will also add value to public officials who are seeking to develop a career pathway towards an accomplished integrated development planner or public sector management and administration specialist.
On achieving this unit standard, the Learner will be able to:
• Explaining the concept of motivation and its importance in enhancing performance levels.
• Explaining and apply theories of motivation in a leadership context.
• Applying techniques to enhance self motivation and leadership performance.
• Applying strategies to motivating others in a leadership context.

Brief description of Productivity

This Unit Standard is intended to enable learners to measure business productivity, identify monitoring strategies and devise possible productivity improvement opportunities in a new venture.
On achieving this unit standard, the Learner will be able to:
• Obtain and analyse a range of relevant reliable business performance standards and productivity measurements.
• Compare actual results with projected results and goals/objective of business.
• Compile and implement a plan for productivity improvement.
Implement effective time management strategies for productivity in own venture

Brief description of Negotiation

This unit standard has as its core purpose, qualifying learners who will be competent in using specific negotiation skills in reaching agreements and for the securing of business deals for a new venture. It will also address the economic/administrative and behavioural barriers that contribute to failure in achieving solutions in disputes or landing business deals. This unit standard is aimed at people who need to acquire skills in negotiating agreements and business contracts.

Brief description of Manage Admin

The person credited with this module is able to correctly process payments to suppliers, employees and vendors and manage and co-ordinate all promotional activities to general sales
On achieving this unit standard, the Learner will be able to:
• Processing payments
• Co-ordinating and monitoring promotional activities
• Controlling and dealing with confidential information
  and documents
• Implementing control measures with individuals

DEPARTMENT OF OFFICE ADMINISTRATION

Purpose of Qualification

The Diploma in Office Administration compliments the technical and employability skills acquired in the Certificate Programmes, providing a solid background of administrative management skills which will enable the graduate to grow and progress in today's competitive business environment.

Career Focus

This qualification can lead to the following career opportunities:

- Office Administrator
- Executive Assistant
- Bookkeeper
- Assistant Marketing Manager
- Public Relations Officer
- Assistant Public Relations Officer
- Junior Accountant
- Personal Assistant
- Office Assistant
- Marketing Administrator

Course Structure

Year 1

- Office Communication
- Business & Office Administration 1
- Bookkeeping
- Marketing Management & Public Relations
- Business Law & Administrative Practice
- Cost & Management Accounting

Year 2

- Business & Office Administration 2
- Human Resources Management & Labour Relations
- Economics
- Business & Office Administration 3
- Financial Accounting
- Management

Registered with	The Institute of Certified Bookkeepers (ICB)
Accredited by	The Institute of Certified Bookkeepers (ICB).
Registered on	National Qualification Framework by SAQA (ID Reference 35958
Admission Requirements	Higher Certificate : Office Administration, which consists of the previous 9 learning areas
Minimum Requirements to complete the qualification	Pass ICB examinations in all modules.
Duration	2 Years
Professional Designation	Successful candidates may register with the Institute of Certified Bookkeepers and use the following designation "Certified Office Manager" COMIcb (SA).
Articulation possibilities with other qualifications:	Articulation possibilities with other qualifications: Subject-for-Subject Exemptions Only students who have passed subjects at Tertiary (post-Senior Certificate) level may apply for exemptions. Only subjects examined by formal academic institutions and recognised professional bodies are considered, with an objective to ensure examinations and syllabuses are comparable both in standard and content, especially where an M+3 rating from the Human Science Research Council applies as stipulated below. Recognised examining bodies by the ICB: • Technikons (National Certificates, Diplomas and Higher Qualifications) • South African Universities (Bachelor Degrees and Higher Qualifications). (These universities should be affiliated to the South African Vice-Chancellors' Association - formerly the Committee of University Principals). • The London Chamber of Commerce & Industry Examinations Board (LCCIEB)

DEPARTMENT OF
FINANCIAL SERVICES & INSURANCE

National Certificate: Financial Services (NQF 3)

Purpose of Qualification

The purpose of the Qualification is to build the knowledge and skills required by multi-skilled employees in administrative and sales positions in the industry and learners in learnerships as part of the implementation of the Financial Services Charter. It is intended to empower learners to acquire knowledge, skills, attitudes and values required to operate confidently as workers in the South African Financial Services Community and to respond to the challenges specific to the Financial Services environment and the changing world of work in the industry. It will open career opportunities for learners in more specialised positions in the different sub sectors at Level 4.

Career Focus

General Administration Clerks.
- Claims Clerks
- Administrators
- Internal Brokers
- Pension Fund, Retirement Fund, Medical Scheme
  and Employee Benefits Administration Clerks.
- Administrators in a Collective Investment Scheme Manager
- Client Service Clerks
- Financial Services Call Centre Agents
- Human Resources Personnel
- Account clerks - Debtors, Creditors, Premium Collection, General Ledger and Third Party Claims Clerks
- Company representatives (Category B)
- Intermediaries (Category B)
- Learners in learnerships, particularly 18.2 category learners (Unemployed Learners)
- Case Management Clerks
- First time administrative Personnel in the financial Services Sector

Accredited by :	INSETA (SAQA ID 49089)
Admission Requirements :	Grade 11 with appropriate subject combinations and levels of achievement.
Minimum Requirements to complete the qualification :	Competency in all modules. The learner is allowed to complete re-assessments in semester 2.
Duration :	1 Year
Articulation Possibilities :	This Qualification articulates horizontally with the following Qualifications: • The National Certificate in Insurance: Level 3. • The National Certificate in Business Administration Services: Level 3. • The National Certificate in Financial Services Management Level 3. It articulates vertically with: • The National Certificate in Long Term Insurance: Level 4 • The National Certificate in Long Term Risk Assessment: Level 4 • The National Certificate in Healthcare Benefits: Claims Assessing: Level 4 • The National Certificate in Short Term Insurance: Level 4 • The National Certificate in Collective Investments (to be withdrawn in 2004) • The National Certificate in Financial Services Management: Level 4. • The National Certificate in Risk Management: Level 4. • The National Certificate in Wealth Management: Level 4. • Fundamental Competencies gained in Communication and Mathematical Literacy in this Qualification will enable the learner to access any Qualification at NQF Level 4 in which he/she shows an interest.

National Certificate: Financial Services (NQF 3)

Assessment of Programme:	Assessment is conducted as both Formative Assessment & Summative Assessment. The Formative Assessment is covered as Continuous Assessment Test and compilation of a Portfolio of evidence by the learner. The Summative Assessment takes place as a National Summative exam for 1st & 2nd Semester. It is compulsory for all learners to complete WIL for completion of the programme.

Course Structure

- Communication
- Numerical Skills
- Financial Literacy
- Customer Service skills
- Organisational Ethics
- Financial Service

- Personal Financial Management
- Current relations
- Financial Legislations
- Life Insurance & Administrative Skills
- End User Computing
- Basic Accounting

Total Credits : 120

Learning Outcomes

- Carrying out basic research tasks and applying literacy and numeracy skills to summarise and interpret information from a range of sources within the structure of a financial services organisation and the context of the financial services sector.
- Managing personal finances and risk.
- Managing the interrelationship between personal and professional relationships and selecting appropriate procedures and processes to solve problems or make decisions within own level of mandate in performing work related functions and providing customer service in a professional and ethical manner.
- Explaining the implications and consequences of non-compliance with FAIS and FICA legislation.
- Applying the basics of computer literacy in a work environment.
- Exit Level Outcomes for the Critical Cross-Field Outcomes

Brief description of Communication

- Display cultural awareness in dealing with customers and colleagues
- Engage in sustained oral communication and evaluate spoken texts

Brief description of Numerical Skills

- Investigate life and work related problems using data Probabilities.
- Use mathematics to investigate and monitor the financial aspects of personal, business and national issues.

Brief description of Financial Literacy

- Manage Personal Expenditure.
- Identify ways of improving employment prospects.
- Research costs associated with marriage, birth, divorce and death in own circumstances.

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National Certificate: Financial Services (NQF 3)

Brief description of Organisational Ethics

• Apply Basic ethics in a work environment
• Describe how to manage workplace relationships.

Brief description of End User Computer

This module focuses on the following:
• Manage electronic mail in a business environment
• Operate a computer workstation in a business environment.

Brief description of Current Relations

• Implement project administration processes according to requirements
• Apply a range of project management tools

Brief description of Financial Legislations

• Explain how money laundering legislation impacts on monetary transactions in South Africa

Brief description of Financial Services

• Write texts for a range of communicative contexts
• Interpret a variety of literary texts
• Interpret and use information from texts
• Accommodate audience and context needs in oral communication

Brief description of Personal Financial Management

• Apply problem solving techniques to make a decision or solve a problem in real life context.
• Investigate the need to provide financially for own retirement.
• Manage risk in own life.
• Manage time effectively to enhance work productively.

Brief description of Life Insurance & administrative Skills

• Administer a long term insurance claim.
• Administer basic asset related transactions in a Retirement Fund.
• Indicate the scope of life insurance in South Africa.
• Analyse the Pension Funds Act as it applies to the administration of retirement funds.
• Apply knowledge and insight into aspects of long term insurance Act.
• Explain the legislation relating to marriage, divorce and maintenance as it.

inseta

National Certificate:
Wealth Management (NQF 5)

Purpose of Qualification

It is intended to empower learners to acquire knowledge, skills, attitudes and values required to operate ethically and responsibly in the highly regulated Financial Services environment and to respond to the challenges posed by the changing nature of the Financial Services Industry. It should add value to the qualifying learner in terms of enrichment of the person, status, licensing and recognition.

Career Focus

Various positions in Financial Services industry within the Long-Term Insurance and Investment environments with small, medium and large employers, financial services intermediaries and other related fields.

Accredited by:	INSETA (SAQA ID 66611)
Admission Requirements:	Learners should have at least a Level 4 Qualification. It is preferable that learners should first complete one of the Long-Term Insurance or Wealth Management Qualifications at NQF Level 4 before accessing this Qualification.
Minimum Requirements to complete the qualification:	A pass in all modules - Learner allowed to carry only two modules from one semester to the next semester.
Duration:	1 Year
Articulation:	The National Certificate in Financial Services: Long Term Risk Assessment: Level 5 on the basis of the Fundamentals and Exit Outcome 1. The National Diploma in Financial Services: Long-Term Risk Assessment: Level 5 on the basis of the Fundamentals and Exit Outcome 1. Other Qualifications that include Unit Standards from the Level 5 Financial Services Fundamental set and the Unit Standard, Apply the principles of ethics and professionalism to a business environment. Vertical articulation is possible with the following Qualifications: As this is a Level 5 Qualification it should provide the learner with access to any Qualification at Level 6, subject to the admission requirements of the provider/Higher Education Institutions.
Assessment of Programme:	Assessment is conducted as both Formative Assessment & Summative Assessment. The Formative Assessment is covered as Continuous Assessment Test and compilation of a Portfolio of evidence by the learner. The Summative Assessment takes place as a National Summative exam for 1st & 2nd Semester. It is compulsory for all learners to complete WIL for completion of the programme.

National Certificate:
Wealth Management (NQF 5)

Course Structure

- Basic risk management
- Financial management
- Economic and Current Affairs
- Financial service Environment

- Investment practices
- Advanced Risk Management
- Corporate Governance and Legislation

Total Credits : 140

Learning Outcomes

• Gathering, analysing, synthesising and evaluating information, manipulating and interpreting data and identifying trends, communicating information coherently in writing and verbally, and showing insight into current affairs in the Financial Services sector.
• Apply knowledge of economics, investment practices, tax and other financial information to match the needs of clients to financial products.
• Applying knowledge of legislation, ethics, and compliance in the context of the financial services sector in South Africa.

Brief description of Basic Risk Management

This module focuses on the risks business are exposed to. It provides learners with an insight of the different types of risk prevalent in businesses.

Learners competent in this module will be able to:
• Analyse the research required to conduct a financial risk assessment.
• Conduct an information search to answer questions raised by a brief.
• Select information in order to produce a research report.
• Demonstrate knowledge and insight into events and trends that present a financial risk or opportunity.
• Create a brief to guide research into financial risk associated with an event or trend. Analyse and interpret information from a research document to identify a trend and the associated financial implications.
• Explain the different indicators used to identify financial trends. Demonstrating knowledge and insight into the relationship between events in the macro environment, financial indices and trends.
• Apply knowledge and insight to predict the implications of identified trends on financial risk. Apply a researched trend to individual scenarios.

Brief description of Financial Management

This module focuses on explaining risks in the financial services environment. It provides an insight of current and global economic issues. It focuses on the relationship between investment instruments and financial markets. This module provides information required to conduct a risk profile and needs analysis of and entity. This module also focuses on proposing a financial solution to an entity. This module demonstrates knowledge and insight into how different assets and instruments are taxed by analysing the current tax position of the entity and identifying a possible tax solution. This module focuses on the analysis of the investment environment on asset classes.

Learners competent in this module will be able to:

• Explain the concept of risk in a financial services environment.
• Explain the relationship between investment instruments and financial markets.
• Demonstrate insight into current global economic issues.
• Develop a group investor profile.
• Apply the principles of risk to make a financial decision.
• Obtain information in order to determine a risk profile and ascertain the needs of an entity.
• Analyse information to crystallise the needs of an entity.
• Determine potential financial solutions.
• Demonstrating knowledge and insight into how different assets and instruments are taxed. Analysing the current tax position of an entity. Identifying possible tax solutions.
• Presenting a possible solution to optimise tax aspects of a wealth management portfolio.
• Analyse the different asset classes and their role in a financial plan.
• Analyse the effect of the investment environment on the asset classes.
• Investigate how market conditions impact on asset classes.
• Analyse the risk profile of a client in order to propose a financial solution.

Brief description of Economic and Current Affairs

This module focuses on explaining basic economic principles. Current financial issues are discussed.

Learners competent in this module will be able to:

• Analyse the impact of changes in financial indicators on Financial Markets.
• Analyse issues related to corporate governance and ethics. Analysing corporate events and the potential impact on the Financial Services industry.
  Identifying commentators and analysts in the industry and the potential impact of their opinions on the market.
• Demonstrate knowledge and insight into a current issue in a selected business sector.
• Apply technical knowledge and skill to present an argument on an issue in a selected business sector.
• Explain the basic principles of economics.
• Explain the use of economic indicators.
• Explain the importance of government policies in the investment environment. Applying the fundamentals of economics to the financial services environment.
• Analyse interactive styles in managing interactions with people in different situations.
• Explore the basic principles of a client centred relationship.
• Apply a selected behaviour/interactive style model to a specific client relationship.

Brief description of Financial Service Environment

This module focuses on an individual's life cycle, analysing the wants and basic needs of an individual at different stages in his/her life cycle. It also focuses on principles of that underpin ethics and professionalism to a code of conduct.

Learners competent in this module will be able to:

- Describe the dynamic nature of income and expenditure typical at different stages of an individual's life.
- Explain the interrelationship between an individual's basic needs and wants and the implications for a financial plan.
- Interpret critical events that trigger entry into a new stage in the financial life cycle.
- Demonstrate knowledge and insight into legislation, regulations and codes relating to corporate governance and ethics in a selected business sector. Applying the principles that underpin ethics and professionalism to a code of conduct.
- Critically evaluate the implementation of an organisation's ethical code or value system.
- Develop a plan to initiate or improve commitment and compliance in the implementation of a code in an organisation.
- Apply knowledge of collective investment portfolios to position a specific portfolio to meet an identified need.
- Demonstrate insight into the regulatory parameters that apply to the sales and marketing of participatory interest in collective investment portfolios.

Brief description of Investment Practices

This module focuses on the asset classes that are used for investments. It focuses on the advantages and disadvantages with each of these asset classes used for investment purposes.

Learners competent in this module will be capable of the following:

- Explain property as an investment asset class. Interpreting the risk and return of property as an investment. Assess the impact of the various drivers on return of property investments. Demonstrating knowledge and understanding of how property is valued for investment purposes.
- Apply knowledge of theories in investment portfolio management. Demonstrating insight into the products marketed by providers. Demonstrating insight into portfolio management trends. Explaining the changing focus in marketing strategy in relation to the products and markets.
- Demonstrate knowledge and understanding the financial markets and instruments used in portfolios of collective investment schemes. Explaining the techniques and practices used by portfolio/fund managers. Evaluating the effectiveness of the management of a portfolio.
- Describe the regulatory and contractual parameters of investment management.
- Explain the rationale for the collective investment scheme portfolio classification system in South Africa. Explain how the collective investment scheme portfolio classification system is constructed. Explain the implications of the classification system for an investor. Applying the classification system to an investment portfolio.

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Brief description of Advanced Risk Management

This module focuses on the management and construction of long term insurance portfolios.

Learners competent in this module will be capable of the following:
• Explain the features of structured long term insurance portfolios.
• Explain how insurers construct and manage structured long term insurance portfolios.
• Assess the suitability of a structured long term insurance portfolio for a specific client. Interpreting the performance of a structured long term insurance portfolio investment in relation to other asset classes.
• Determine an appropriate communication strategy.
• Manage the presentation environment. Using key delivery techniques. Manage the audience dynamic.

Brief description of Corporate Governance and Legislation

This module focuses on the legislation that Financial service industry have to abide to.

Learners competent in this module will be capable of the following:
• Apply knowledge and insight into international regulations relating to knowledge of the client.
• Apply knowledge of South African regulations per taining to offshore investments. Demonstrating insight into the regulation of offshore funds.
• Apply knowledge of international law to offshore investments.
• Explain the purpose of the various money laundering legislation applicable in South Africa.
• Explain the requirements for accountable institutions.
• Explain the recording function and how to report suspicious transactions. Demonstrating understanding the consequences of non-compliance.

FACULTY OF EDUCATION, TRAINING & SKILLS DEVELOPMENT
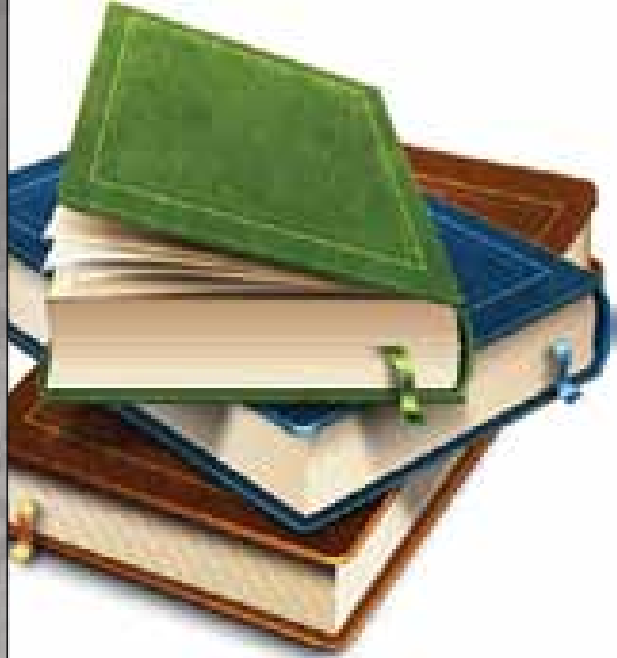
Further Education and Training Certificate: Occupationally-Directed Education Training and Development Practices (NQF4)

Purpose of Qualification

This qualification is for those who provide training in the workplace or for those who have been practising within this field but, without formal recognition. Upon completion of this qualification, learners will be able to prepare for and facilitate learning, provide learner support, carry out administration related to learning and contribute to Human Resource Management Practices. This is an entry-level qualification, and the first in a series, which leads to levels 5 and 6 Qualifications for those who want to enter the field of Education, Training and Development (ETD). Learners of this qualification will have the opportunity to build on this qualification via the certificate or diploma in ODETD at level 5. This qualification provides a means to give recognition to practitioners at an entry level, thus making it possible for practitioners to increase their employment prospects, and at the same time provide a means whereby organisations can appoint practitioners in line with proven competencies. Education, Training and Development is also a priority area within the South African context and is supported by legislation, national policies and strategies. In order to meet the ETD requirements of the workplace, within the context of a quality assured environment and processes, it is important to be able to identify and recognise competent ETD practitioners at various levels.

Career Focus

- ETD coordinators.
- Entry-level trainers.
- Registered Assessor.
- Junior Training officers.
- Training Administrators.
- Registered Moderator.

Accredited by:	ETDP SETA (SAQA ID No. 50332)
Admission Requirements:	Grade 11 with appropriate subject combinations and levels of achievement, minimum NQF Level 3
Minimum Requirements to move from one to semester another semester:	Competency in all modules. The learner is allowed to complete re-assessments throughout the year.
Duration:	1 Year
Articulation:	Learners can move horizontally by achieving the credits specified in the following qualifications: • National Certificate: ABET Practice Level 4, 20828 • National Certificate: ECD Level 4, 23116 • FETC: Development Practice Level 4, 23904 Learners can move vertically by using this qualification as the basis for the following qualifications: • National Certificate ODETD Level 5. 50334 • Diploma ODETD Level 5, 48869 • Professional Diploma: Education Level 5, 20478 • Certificate: Education Level 5, 20160 • Diploma ABET Practice Level 5, 20159 • Diploma ECD Level 5, 23118 • Diploma Development Practice Level 5, 49710

Further Education and Training Certificate: Occupationally-Directed Education Training and Development Practices (NQF4)

Assessments	Assessment is conducted as both Formative Assessment & Summative Assessment. The Formative Assessment is covered as a Continuous Assessmen t Test and compilation of a Portfolio of Evidence by the learner. The Summative Assessment takes place as a National Summative Exam for 1st & 2nd Semester. It is compulsory for all learners to complete Work Integrated Learning (WIL) for completion of the programme.

Course Structure

- Communication Mathematical
- Literacy Coaching and Learner Support
- Recruit and Select Candidates to fill defined positions
- Addressing Special Needs of Learners
- Preparation and Presentation of Evidence for Assessment
- Audience Profiles and Skills Gaps
- Use of Different Methodologies
- Perform one to one job training
- Carry out administration

Total Credits : 120

Further Education and Training Certificate: Occupationally-Directed Education Training and Development Practices (NQF4)

Learning Outcomes

Communication Mathematical

- Communication within and about the ETD process is clearly articulated, understandable and achieves the desired effect.
- Communication of facts, concepts, ideas and principles related to specific learning areas is clearly articulated and consistent with the requirements of the learning area.

Recruit and Select Candidates to fill defined positions

- Preparation to ensure proper facilitation is sufficient to ensure all resources and arrangements are in place and the learning site is fit-for-purpose.
- Facilitation is conducted according to given plans, using appropriate methodologies and in a manner that achieves the learning objectives.
- Facilitation is self-monitored and behaviour is modified to address weaknesses or difficulties

Preparation and Presentation of Evidence for Assessment

- Records are clearly stated, accessible, accurate and up to date.
- Contributions to human resources management practices facilitate an integrated and coherent approach to people management.

Use of Different Methodologies

- Facilitate the preparation and presentation of evidence for assessment.
- Assist and support learners to manage their learning experiences.
- Identify and respond to learners with special needs and barriers to learning.

Literacy Coaching and Learner Support

- The tools and concepts of mathematics are used effectively to facilitate planning and management of ETD.
- Applications of Mathematics Literacy in personal and work-related contexts are consistent with the given mathematical processes and principles.

Addressing Special Needs of Learners

- Support is given in a manner that enables learners to define objectives, clarify issues and help manage expectations.
- Support ensures learners experience the maximum benefit from learning, and helps them prepare for and cope with learning.
- Barriers to learning are identified and problems are solved cooperatively within given frameworks. Referrals are made as required.
- Support is provided by creating a safe learning environment which promotes the objectives of learning, principles of assessment and the principle of life-long learning.
- Assessment candidates are adequately supported and assisted in the assessment and/or RPL process, without compromising the assessment process or results.

Audience Profiles and Skills Gaps

- Define target audience profiles and skills gaps.
- Conduct targeted training and development using given methodologies.
- Perform one-to-one training on the job.

National Certificate: Occupationally Directed Education Training and Development Practices (NQF 5)

Purpose of Qualification

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 development of skills within and for the workplace is a priority within South Africa, as supported by legislation, national policies and strategies. Much of the needed skills development is carried out by people who have knowledge and skills within their area of expertise, but lack the required skills in relation to ETD. Many of the skills development objectives, nationally and within companies and organisations, are met through the efforts of ETD practitioners operating at NQF Level 5, and this certificate addresses the key competencies of such practitioners. This qualification will meet the need of those who wish to progress beyond the FETC ODETD, or who wish to enter the field of ETD for the first time. The certificate will also help to increase the employment prospects of ETD practitioners, while helping to ensure quality and competence within the ETD field. This qualification will provide a means to recognise ODETD practise at level 5 across five key ETD roles in a generalist capacity, with particular application possible in at least one role. Practitioners who wish to extend the skills in ETD to cover further ETD roles should select the Diploma ODETD, Level 5.

Career Focus

- Learning facilitators
- Assessors
- Learner and learning supporters
- Skills Development Facilitators
- Educator
- Moderator
- Training Manager
- Training Supervisor
- Training Co-Ordinator
- Lecturer
- School Administrator
- School Secretary

Accredited by:	ETDP SETA (SAQA ID No. 50334)
Admission Requirements:	Further Education and Training certificate or equivalent qualification.
Minimum Requirements to complete the qualification:	Competency in all modules. The learner is allowed to complete re-assessments throughout the year.
Duration	1 Year
Articulation:	Learners can move horizontally by achieving the credits specified in the following qualifications: 50333: "National Diploma: Occupationally-Directed Education Training and Development Practices", NQF Level 5. 20159: "National Diploma: ABET Practice", NQF Level 5. 20160: "Certificate: Education", NQF Level 5. 49710: "National Diploma: Development Practice", NQF Level 5. Learners can move vertically by using this qualification as the basis for the following qualifications: 50330: "National First Degree: Occupationally Directed Education Training and Development Practices", NQF Level 6. 20161: "Bachelor of Education", NQF Level 6. 20485: "National First Degree in ABET Practice", NQF Level 6
Assessments	Assessment is conducted as both Formative Assessment & Summative Assessment. The Formative Assessment is covered as a Continuous Assessment Test and compilation of a Portfolio of Evidence by the learner. The Summative Assessment takes place as a National Summative Exam for 1st & 2nd Semester. It is compulsory for all learners to complete Work Integrated Learning (WIL) for completion of the programme.

National Certificate: Occupationally Directed Education Training and Development Practices (NQF 5)

Course Structure

- Communication Skills
- Development Facilitation
- Assist and Support Learners
- Manage Learning Experiences
- Conduct Assessments
- Moderation of Assessments
- Design and Develop Outcomes Based Assessments
- Addressing Special Needs of Learners

Total Credits : 120

Learning Outcomes

- 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.

National Certificate : ABET Practice (NQF4)

Department: Education, Training & Skills Development

Purpose of Qualification

The qualification was designed due to demand from within the ABET field for an entry level qualification which would enhance access to qualifications for practitioners in NGOs and rural areas.

The qualification will produce a practitioner who:

- Facilitates an adult learning group effectively using a ready made programme or materials package.
- Facilitates a learning area or areas at ABET levels 1 and 2.
- Ideally works under the ongoing supervision of a more senior practitioner.

Career Focus

• This qualification can lead to the following career opportunities:

- Training Volunteer Educators
- Educators for Levels 1 & 2
- Guidance Councillors

- Community Worker
- Co-operative assistant
- Informal Business

Accredited by:	ETDP SETA (SAQA ID No. 20838)
Admission Requirements:	A GETC or RPL equivalent to Matric NQF level 4.
Minimum Requirements to move from one to semester another semester:	Competency in all modules. The learner is allowed to complete re-assessments throughout the year.
Duration:	1 Year
Articulation:	This qualification articulates horizontally with other level 4 qualifications in the ETD field, and also articulates vertically with all level 5 qualifications in the ETD field.
Assessments	Assessment is conducted as both Formative Assessment & Summative Assessment. The Formative Assessment is covered as a Continuous Assessment Test and compilation of a Portfolio of Evidence by the learner. The Summative Assessment takes place as a National Summative Exam for 1st & 2nd Semester. It is compulsory for all learners to complete Work Integrated Learning (WIL) for completion of the programme.

National Certificate: ABET Practice (NQF4)

Department: Education, Training & Skills Development

Course Structure

- Communication In The Workplace
- Mathematical Literacy
- Evaluation of Facilitation Performance
- Facilitate Adult Learning Event
- Support Learners with Language and Literacy
- Support Learners with Special Needs
- Plan a Learning Event

Total Credits : 120

Learning Outcomes

A practitioner with this qualification will be able to:

- Plan, facilitate and evaluate learning events effectively with a group of ABET learners.
- Communicate effectively in order to mediate knowledge and skills to learners.
- Assess the progress of learners with validity using a prescribed instrument.
- Fulfil the administrative demands of a learning group.
- Assist in the reinforcement and development of literacy and language skills of learners across the curriculum.
- Identify, refer and assist learners who have special needs.

SHORT LEARNING PROGRAMMES

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BUSINESS, ECONOMICS & MANAGEMENT SCIENCE

- Certificate in Business Administration
- Introduction to Entrepreneurship & Small Business Management (ENT 511)
- Entrepreneurship & Small Business Management (ENT 511 & 512)
- Introduction to Office Administration (OFA 511)
- Office Administration (OFA 511 & 512)
- Introduction to Economics (ECE 500)
- Business Management (GMT 511)
- General Principles in Management (GMT 511 & 512)
- Introduction to Computerised Bookkeeping (BKF 511)
- Computerised Bookkeeping Intermediate Level (BKF 511 & 512)
- Business Law (BUL 500)
- Introduction to Business Communication
- (BUC 411)
- Business Communication (BUC 411 & 412)
- Introduction to Human Resources (HRM 511)
- Human Resources (HRM 511& 512)
- Introduction to Business Management
- (BMNT 511)
- Business Management (BMNT 511 & 512)
- Introduction to Industrial Relations (Labour Law) (INRE 611)
- Industrial Relations (Labour Law)
- (INRE 611 & 612)
- Supply Chain & Logistics Management (BUC 411 & 412)
- Production & Operations Management (POMA411)
- Introduction to Project Management
- (PRM 731)
- Project Management (PRM 731 & 732)
- Introduction to total Quality Management (TQM 731)
- Total Quality Management (TQM 731 & 731)
- Corporate Governance (ICG)

MEDIA INFORMATION & COMMUNICATION TECHNOLOGY

- Certificate in Information Technology
- Basic Electronics
- End User Computing Complete (EUC 311)
- Computer Networks
- Database Design
- Developing Web Applications
- Help Desk Technology
- Information Technology in Electronic Commerce
- Core Java Programming
- Advanced Java Programming
- PC Engineering
- Information Technology
- System Software (Operating Systems)
- Data Structures in C++
- Object Oriented Programming with C++
- Fundamentals of Visual BasicNet
- Advanced Visual BasicNet

EDUCATION, TRAINING & SKILLS DEVELOPMENT

- Assessor Training
- Design and Development Out-Come based
- Assessments
- Mentoring and Coaching
- Moderator Training
- Skills Development Facilitator - Basic
- Skills Development Facilitator - Intermediate
- Facilitator Training (Train the Trainer)

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PROSPECTUS : 2014

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SERVICES SETA ACCREDITED QUALIFICATIONS

National Certificate: Business Administration Services (NQF 3)

Further Education & Training Certificate: Business Administration Services (NQF 4)

Further Education & Training Certificate: Generic Management (NQF 4)

Further Education & Training Certificate: New Venture Creation (NQF 4)

INSURANCE SETA ACCREDITED QUALIFICATIONS

National Certificate: Financial Services (NQF 3)

National Certificate: Wealth Management (NQF 5)

PC TRAINING & BUSINESS COLLEGE (Pty) Ltd

Media, Advertising, Information & Communications Technologies SETA Accredited Qualifications

National Certificate: Information Technology: End User Computing (NQF 3)

Further Education & Training Certificate: Information Technology: Technical Support (NQF 4)

Further Education & Training Certificate: Information Technology: Systems Development (NQF 4)

National Certificate: Information Technology: Systems Development (NQF 5)

National Certificate : Information Technology: Systems Support (NQF 5)

Financial & Accounting SETA Accredited Qualifications

Professional Association : Institute of Certified Bookkeepers

National Certificate: Bookkeeping (NQF 3)

Further Education & Training Certificate: Bookkeeping (NQF 4)

National Diploma: Technical Financial Accounting (NQF 5)

National Diploma: Financial Accounting (NQF 6)

National Diploma: Office Administration (NQF 6)

PC EDUCATIONAL HOLDINGS (Pty) Ltd

Education, Training & Development Practices SETA

Further Education & Training Certificate: ODETDP (NQF 4)

National Certificate: ODETDP (NQF 5)

National Certificate: ABET Practice (NQF 4)

National Certificate: ABET Practice (NQF 5)

Higher Certificate: Early Childhood Development (NQF 5)

Institute of Tourism & Hospitality Technology (Pty) Ltd : Collaboration

Culture Arts, Tourism, Hospitality & Sports SETA

Further Education & Training Certificate: Hospitality Reception (NQF 4)

National Certificate: Food & Beverage (NQF 4)